



**FRONT OF HOUSE MANAGER/BOX OFFICE SUPERVISOR**  
**CLOSING DATE FOR APPLICATIONS MONDAY 29<sup>th</sup> JULY 2019**

**About the North Wall**

The North Wall is an arts centre in Oxford established in 2006 to provide opportunities for artists, the public and young people to make and experience theatre and art of the highest quality. The North Wall is situated in the grounds of St Edward's School; the School is the venue's principal sponsor.

The North Wall has built a nationally-recognised reputation for its innovative work and emphasis on new writing. Since inception, it has programmed over 195 new plays, including debut plays of 32 new writers, and produced or co-produced 12 new productions.

The award-winning venue, includes a fully flexible theatre/performance space, a smaller studio/rehearsal space, a dance studio and a gallery.

**About the Role**

The FOH Manager / Box Office Supervisor has responsibility for front of house and box office operations in The North Wall, and also assists with a range of day-to-day administrative and marketing tasks. The post holder will cover Duty Manager shifts for performances and functions as required, and will take specific responsibility for bar operations, and for managing and scheduling FOH / Box office staff rotas, and front of house volunteers. The post-holder is responsible for handling box office and bar takings, stewarding gallery exhibitions and maintaining the tidiness and security of the building. This is a full-time position and involves working regularly at weekends and in the evenings.

**Main Duties and Responsibilities**

The Front of House Manager/Box Office Supervisor reports to the North Wall Programme and Marketing Manager and thereafter to the Co-Directors of the North Wall.

**Box Office**

- Managing The North Wall's box office during all normal opening hours and until 30 minutes after the start of each performance
- Dealing with customers on the phone and face to face
- Using the North Wall's Ticketsolve box office system to manage customer records and run daily and weekly reports as needed
- Cash handling and cashing up

**Front of House**

- Overall responsibility for managing The North Wall's team of front of house volunteers, including recruitment; training; managing all communications and event sign-ups and ensuring that legally-acceptable numbers of staff are always in place for each event
- Line-managing the FOH Supervisors / Box Office assistants
- Coordinating and managing the FOH / Box Office rotas for permanent and casual staff members
- During performances:
  - Checking event requirements in advance and setting up the bar and foyer accordingly
  - Acting as Duty Manager, in ultimate charge of the theatre and audience, and providing a presence in the foyer
  - Acting as the designated First Aider whenever on duty (training will be provided)
  - Being familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation if necessary (fire marshall training will be provided.)

- Managing front of house volunteers, assigning roles and responsibilities at the start of each shift
- Overseeing movement of audiences in and out of the theatre, making all necessary announcements to ensure that all parts of an event run smoothly
- Overseeing sales of any merchandise and cashing up at the end of the evening
- Ensuring that the theatre is left clean and tidy after the performance

#### **Bar**

- Managing all bar operations, including ordering stock, stock take, stock rotation and bottling up and keeping the bar area clean and tidy
- Checking and maintaining the bar float, ensuring safe and accurate cash handling and cashing up procedures and logging all takings, event by event

#### **Premises**

- When on duty, being responsible for security in the building, including the flow of people allowed onto the premises during the day and for lock-up procedures at night

#### **Gallery**

- Overseeing / stewarding public exhibitions in The North Wall Gallery space
- Providing information to, and acting as a point of contact for gallery visitors
- Being on duty during private views and dealing with any gallery sales during that time and during exhibition periods. NB Private views may also be run by the Gallery and Exhibitions Coordinator or a FOH Supervisor, or two staff members if needed

#### **Administration**

- Dealing with a wide variety of visitors and a range of public enquiries – in person, telephone or email
- Liaising with incoming companies and hirers regarding event and publicity requirements
- Assisting the Programme and Marketing Manager with various tasks, including but not limited to:
  - Overprinting publicity material
  - Updating publicity displays around the building
  - Assisting with brochure mail-outs
- Assisting with administrative tasks as requested by other members of the staff team (time permitting)
- Assisting with tasks related to in-house and producing projects (time permitting)
- Assistance with events run by St Edward's School within the venue, in particular those run by the Academic and Extra-Curricular Drama departments, which are based within the building
- Other duties as reasonably requested

#### **Start date**

We would like the successful candidate to start as soon as possible.

#### **Hours of work**

This is a full-time position, with core hours of 40 per week, involving regular weekend and evening working. A flexible approach is essential as hours will vary on a week to week basis. There may be occasions when extra hours are needed, for which time off in lieu will be given at a mutually convenient time.

#### **Salary**

The annual salary for this position will be £22,000. Salaries are reviewed annually with effect from 1<sup>st</sup> September.

### **Holiday**

Paid annual holiday entitlement is 25 days plus bank holidays during the holiday year, which runs from 1 September to 31 August. Bank holidays may well be working days, for which time off in lieu will be given.

### **Probationary Period**

This appointment is subject to a probationary period of three months.

### **Pension**

The role is eligible for membership of the St Edward's School pension scheme for support staff.

### **Sickness Benefit**

During the first year of continuous employment, entitlement to sickness benefit is four weeks at full pay. Subsequently, the entitlement in any continuous 12-month period will be to six weeks at full pay, followed by six weeks at half pay.

### **Notice period**

During the probationary period, employment may be terminated by either side with one week's notice. Subsequently, the minimum period of notice required is one month.

### **Miscellaneous non-contractual benefits**

- Free lunches are available during times when the School's kitchens are in operation.
- Following successful completion of their probationary period, staff may use The Nuffield Health Fitness and Wellbeing Gym (which is situated on the School site).
- Car parking is available on site.

### **About the Candidate**

<b>Person Specification</b>	
GCSE grades 4 to 9 (or equivalent) in English and Maths	Essential
Experience of working in a theatre front of house role	Desirable
Experience of using box office software	Desirable
Ability to work flexibly and work the necessary hours to meet the demands of the position	Essential
Enthusiasm, motivation, good humour and a positive attitude	Essential
Ability to take charge, lead and manage situations involving many different people and a calm, capable manner when dealing with busy events and members of the public	Essential
Accuracy and an eye for detail	Essential
The ability to work well as part of a team, as well as using initiative and to work independently	Essential
Strong commitment to customer care	Essential
Experience of working in a busy public-facing role and cash handling	Essential
IT literacy, including experience of Microsoft Word / Excel	Essential
Excellent organisational and communication skills	Essential
An interest in the arts, and understanding of the ideals and goals of an arts organisation	Desirable
Understanding of marketing, within an arts context	Desirable
First Aid certificate or willingness to undergo training	Essential
Fire Marshall training or willingness to undergo training	Essential
Commitment to the protection of children and young people	Essential
Willingness to work within the School's child protection guidance and follow relevant School procedures	Essential

### **Confidentiality and Data Protection**

In the course of their employment, staff may have access to confidential information relating to pupils, their families and other members of staff and are required to exercise due consideration in the way such information is used. Staff should not act in any way which might be prejudicial to the School's interests. Information which may be included in the category covers both the general business of the School and information regarding specific individuals. A strict code of confidentiality must be adhered to at all times and staff must not use data held by the School for personal use or disclose such data to a third person/party without appropriate authorisation. All staff must take personal responsibility to help ensure compliance with the requirements of the General Data Protection Regulation (GDPR) and the School's Privacy Notice for Staff.

### **Child Protection at St Edward's**

The North Wall is owned by St Edward's School and we are committed to safeguarding and promoting the welfare of children and young people. We aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the school must receive enhanced clearance from the Disclosure & Barring Service.

### **Health and Safety**

The School is obliged, so far as is reasonably practicable to provide safe and healthy conditions and safe systems of work for all employees which prevent risk to health, safety and welfare. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others. Employees must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

### **About the Selection Process**

Those candidates whose applications we are pursuing will be contacted shortly after the closing date and invited to interview. At this stage we will take up references unless the candidate explicitly asks us not to contact a referee.

The formal interview will involve meetings with various colleagues and will seek to assess how well the candidate meets the requirements of the post, and will include an assessment of the candidate's suitability to work with children. Candidates will be asked to bring with them to interview any certificates relating to qualifications mentioned on the application form and identity and proof of address documents. Any discrepancies or anomalies in the application form will be taken up at interview. As part of the verification process, a candidate's present and past employers may be contacted, whether or not their name is given as a referee.

If you would like further information about this post, please contact [recruitment@stedwardsoxford.org](mailto:recruitment@stedwardsoxford.org).

Application forms and further details can be found on the North Wall's website:

<https://www.thenorthwall.com/about-us/work-with-us/>

Please note that you will need to complete a standard St Edward's School application form for child protection purposes. However, there will be no requirement for the post-holder to teach, or to take part in sporting activities involving pupils. Completed forms should be emailed to [recruitment@stedwardsoxford.org](mailto:recruitment@stedwardsoxford.org) or posted to Recruitment, St Edward's School, Oxford OX2 7NN.

**Closing date for applications is 5pm on Monday 29<sup>th</sup> July 2019.**