



Event Staff - Part-time

Salary: £8.75 - 10.25 per hour

Main Purpose of the Post

To ensure the highest standards of welcome, presentation and safety are provided and to ensure the smooth operation of a show/event/hire giving audiences, performers, artists and hirers a great experience.

The post-holder will work within a small multi-disciplinary team where a positive approach to team working is vital. The Barn's operations are supported by a large team of volunteers, and the Event Staff will work alongside these volunteers. On occasion the event staff will take on Duty Manager responsibilities.

The post-holders will need to demonstrate excellent communication and strong customer service skills whilst knowledge of Box Office ticketing systems and the hospitality sector will be an advantage.

Main duties of the Post

- Ensure the Barn is set up, clean and ready for patrons ahead of performances
- Check tickets and welcome patrons to events
- Operate Box office and on-the-door sales at events
- Set up and serve at bar before and during events
- Operating cash and card payments and tills
- Ensure audiences are in their seats and that performances start on time both at the beginning of a show and after an interval
- Be point of contact for patrons and assist with any queries or requests
- Pay particular attention to customer care for patrons with disabilities and/or access needs
- Liaise with performers, artists and stage managers regarding their requirements
- Continuously adhere to the Health & Safety practices and policies of the Barn
- Ensuring excellent levels of customer service
- Undertake security duties as required
- Acting, at all times, as an Ambassador for the Barn
- To participate in relevant team meetings



In addition to the above there may be requirements to undertake Duty Manager responsibilities.

The Duty Manager is responsible for;

Health & Safety

- acting as a designated first-aider
- leading the care and safety of all members of the public, performers, artists, hirers and all Front of House staff who are on the premises before, during and after performances/events/hires
- ensuring the Public Entertainment License, Liquor License, Fire Regulations and Emergency Procedures are strictly adhered to
- ensuring staff and performers are fully aware of evacuation and emergency procedures
- ensuring safe evacuation of the building in the event of an emergency and liaising with emergency services
- carrying out due diligence checks of the building and surrounds before opening to the public
- ensuring the security and safe lock up of the building at the end of the event

Staffing

- helping to identify volunteer training needs, working with the Head of Operations and volunteer manager to ensure these are met
- leading and/or supporting Front of House briefings and training sessions
- ensuring Front of House staff maintain and deliver a high standard of appearance and customer service
- supervising all Front of House staff when on duty to ensure the event runs smoothly

Production

- always being visible and professional
- frequently being the first point of contact for VIPs, visiting companies, performers, workshop leaders, technicians
- overseeing efficient service at the Box Office, Bar and doors
- dealing with customer queries and/or complaints as well as operational difficulties quickly, confidently, effectively and appropriately
- communicating with Box Office, Tech and Projectionist regarding potential delays and taking appropriate action
- supervising cleanliness of all public areas and cloakrooms
- assigning Front of House roles and issuing relevant tools i.e. torches, high viz vests



- supporting all sales and ensuring sales procedures, floats and takings are correct
- writing a report following each event

Personal specification

Essential	Desirable
• Organised and an excellent time keeper • Enjoy working with the public • Cheerful, friendly and warm personality • Able to work as part of our team • Confident and able to take informed decisions • Proven ability to provide a high level of customer service • Attention to detail in matters of public safety • Strong interpersonal skills • Ability and trust in your initiative • Able to communicate effectively with all colleagues and customers • Able to work under own initiative	• Proven experience of working in a theatre, or similar, as part of the Front of House team • Experience of working at a supervisory or Duty Manager level • Confident in managing the general public, volunteers, building evacuation and have a good knowledge of health and safety • 3 Day First Aid at work qualification • Fire Warden qualification • Experience of working in the hospitality industry • Personal License holder

Summary of conditions of employment:

This is a permanent part-time post

- Hourly rate of pay: £8.75 - £10.25. Depending on experience and event shift. Minimum 3 hours per shift.
- Hours per month will vary depending on events schedule. Events will mainly be evenings and weekends with occasion weekday shifts.
- Holiday: 5.6 weeks pro rata per year based on hours worked.



To **apply** please submit an up to date CV and cover letter outlining your experience and suitability for the post, making specific reference to the job requirements and criteria. Please include contact information for two professional referees.

Application deadline midnight Wednesday 13 October 2021

Please send all applications to mail@thebarnarts.co.uk or by post to the Barn, Burn o
Bennie, Banchory, AB31 5QA marked **Event Staff**