

Pleasance Festival Team 2020 - Role Pack

Role: Front of House Assistant Manager

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1. About Pleasance Theatre Trust

The Pleasance Theatre Trust is recognised as a leading cultivator of talent at the Edinburgh Festival Fringe, with each festival offering an opportunity to nurture the skills of those working both on and off the stage.

In 2019, our Edinburgh venues welcomed an audience of over 550,000 people across 27 days with a programme of 270 productions. In 2020, we will be presenting the Fringe's most compelling, entertaining and boundary pushing shows in 30 performance spaces across 3 sites.

As an educational charity the Pleasance is fiercely committed to developing opportunities to grow careers. In our festival team, experienced industry professionals stand proudly side by side with those just starting out in the Pleasance Festival Volunteer Programme. Together they support the artists on stage, visiting audiences, and each other.

The Pleasance is a hub of creativity which cultivates the brightest new ideas, raw talent and skills.

Join us.

2. About Our Team

The Pleasance is a place for experiences – both on and off the stage. For staff, audiences and performers alike, we want this experience to be positive, lasting and even life affirming. We measure the success of our operation through the delivery of these experiences, not by ticket sales or 5 star reviews. To achieve this, we are looking for people who share our values;

- **Passion** – Our team is driven by their enthusiasm for what they do and why they do it. From this comes a unique energy that fuels us, creates momentum and permeates every facet of the Pleasance.
- **People** – No matter the level of knowledge or seniority, each and every team member has an equal value. Our collective ambitions can only be achieved through the active participation of all. Our team are committed to inclusion, peer-to-peer learning and pro-active support.
- **Pride** – We are motivated to deliver the highest possible standards with an approach that is as personable as it is professional. Our team takes pride in creating an exemplary environment where participants feel nurtured, engaged, valued and inspired.
- **Perseverance** – We operate in a fast-paced working environment and take this on with open arms and eyes. Through a positive mind-set, good sense of humour and a “can do” attitude, our teams share both the challenges and rewards of an unparalleled creative workplace.
- **Progression** – We exist to offer a platform to talented people looking to develop in the creative industries and will work tirelessly to support them in that pursuit. We are a family that is proud to be represented by an inspiring community of alumni that spans the globe.

3. About The Role

Role:	Front of House Assistant Manager
Department:	Front of House
Line Manager:	Front of House Manager
Line Manager To:	Front of House Assistants (Volunteers)
Working With:	Venue Crew, Technical Management, Box Office

Role Description

Working as part of a 7 person Front of House management team, the **Front of House Assistant Manager** oversees the smooth running of the Pleasance's on-the-ground services for the 550,000 ticket holders that attend performances during the Festival.

They are responsible for managing incoming audiences across the Pleasance's Courtyard and Dome sites, greeting customers, ensuring queues form correctly and managing the movement of ticket holders to maintain site safety.

Working closely with Venue Crews, they play a pivotal role to maintaining the venues' performance schedules by ensuring that incoming audiences are ready to access sub-venues when clearance is given. There can be as little as 10 minutes between outgoing and incoming audiences.

Working in rotation across different areas of the site, they oversee a voluntary team of Front of House Assistants and provide them with both operational and pastoral support, to ensure that they feel confident in their duties and thrive as part of the Pleasance Festival Volunteer Programme.

The Assistant Manager plays an essential part in maintaining the Pleasance's reputation for excellent customer service. They provide front-line services to guests - giving information; answering queries; providing support for patrons with additional access requirements; managing audience feedback or complaints; and dealing with ad-hoc operational requirements as they arise. They lead by example through pro-active engagement with both staff and guests.

In addition to working closely with the team and audiences, they also assist in managing relationships with the Pleasance's site partners at the Edinburgh University Students Association and University Sports & Exercise to ensure our shared operation delivers a seamless experience to visitors.

The ideal candidate will have experience working within a busy customer service environment with a particular focus on customer care and site management. They will have an unrelenting energy that enables them to remain motivated whilst working in a frenetic outdoor environment with the many potential elements of the Scottish "summer". They will have a passion for the performing arts and a natural flare for creating a working environment where colleagues feel supported, encouraged and are ultimately driven to excel in their role.

Key Responsibilities

Department Operations

- Line Manage Front of House Assistants (Volunteers) whilst on-shift, providing operational support to enable them to fulfil their Duties.
- Deliver training sessions to Front of House Assistants upon commencement of their Duties and offer top-up training to individuals throughout as required.
- Communicate key information to all Front of House Assistants through pre-show briefings.
- Ensure Front of House policies are maintained in relation to queue management, audience management and auditorium management for ushers during performances.

- Assist the Front of House Manager in the creation and management of Front of House Team rotas.
- Ensure the provision of Front of House Assistants for each sub-venue is as per the agreed rota.

Site Operations

- Maintain the performance schedule through the timely management of queuing audiences.
- Ensure queues form safely, according to agreed queuing routes and that access and egress routes remaining clear.
- Manage house calls and clearance, working closely with Venue Teams.
- Greet incoming audiences and check all tickets to provide entry.
- Count, record and store all tickets, including recording admissions for pass holders on the ticketing system.
- Assist audiences with additional access requirements, including access via the building lift and early access to the performance space, working closely with Site and Security Teams.
- Assist Venue Crews with the clear down of all auditoria between performances.
- Manage responses to first aid calls, fire alarms and evacuations, working closely with Venue, Site and Security Teams.
- Produce end-of-shift reports and communicate operational feedback on a rolling basis internally to ensure ad-hoc queries or issues are appropriately resolved.
- Assist in the management of Front of House arrangements for special and one-off events, such as Opening Galas and Benefits.

Relationship Management

- Act as a principle point of contact for ticket holders and audience members, answering all queries, complaints and assisting with any requirements, working closely regarding ticketing queries.
- Assist the Front of House Manager and Site Teams in maintaining relationships, shared operations and communication with site partners EUSA and Edinburgh University Sports & Exercise.
- Manage departmental communication through the Pleasance's online communication platform (Workplace).

Infrastructure

- Manage Front of House teams during the Festival Get-In Period (01/08/20 – 04/08/20) and Get-Out Period (01/09/20 – 02/09/20), coordinating team schedules whilst undertaking Get-In / Get-Out duties and department training.

- Ensure all public spaces surrounding sub-venues remain clean and presentable, working closely with Venue and Site Teams, including; foyers; exterior entrances; access routes.

Volunteer Support

All members of the Pleasance team have a collective responsibility for those participating in the Pleasance Volunteer Programme, including;

- Provide pastoral support to all Volunteers, remaining open and available for those who require personal or operational support during the Programme;
- Ensure the equal inclusion and participation of all by pro-actively engaging with Volunteers who may benefit from additional support to aid their development;
- Offer professional advice and support to Volunteers, utilising your experience to enhance the skills and knowledge of those participating in the Programme;
- Contribute to the creation of a positive working and social environment, ensuring clear lines of communication and collaboration within departments and between teams;
- Ensure the Volunteers part in the Festival operation is a fun and rewarding experience.

General

- Deputise for the Front of House Manager as required.
- Liaise with other departments across the organisation to ensure the smooth running of operations.
- Ensure that the Pleasance is represented to all visitors as having excellent standards and first class service.
- Act as a representative for the Pleasance and its values.

Essential Criteria

- Experience in people management and support.
- Experience in customer services at a managerial level.
- Experience in providing front of house services, preferably in a theatre environment.

Desirable Criteria

- First Aid at Work qualification.
- Experience in providing services to patrons with access requirements.
- Experience in event management.
- Experience working at the Edinburgh Festival Fringe.

4. Contract Terms

Contract Type:	Fixed Term, Full Time
Period of Engagement:	31/07/20 – 02/09/20 inclusive (travelling on 30/07/20 & 03/09/20, if required)
Key Dates:	Get-In Period: 31/07/20 – 04/08/20 inclusive Festival Performance Dates: 05/08/20 – 31/08/20 inclusive Get-Out Period: 01/09/20 – 02/09/20 inclusive
Total Fee:	£2,420.00
Payment Schedule:	50% Total Fee on 17/08/20 50% Total Fee on 11/09/20, on completion
Place of Work:	Edinburgh, United Kingdom
Schedule of Work:	31 working days, with 3 days off to be taken throughout the Period of Engagement on dates to be agreed according to the departmental rota. A rotating shift pattern is in place during the Festival Performance Dates, with 2-3 shifts worked daily in different locations across the Pleasance's sites between the programme's operational hours, typically 09:30 – 00:00.
Accommodation:	Available to those that require it at a subsidised rate.
Right to Work:	All applicants must have the right to work in the UK. If you are not a UK citizen and require additional visas or working permissions, please specify this in your application.

5. Applications

To apply, please complete the Pleasance Festival Team 2020 application form at:
<http://bit.ly/PleasanceFestivalTeam2020App>

As part of your application you must submit a Cover Letter and attach a CV. Please include your full name in the file name of your CV and provide this in .PDF or .DOC format.

Applicants are also requested to complete the Pleasance Equal Opportunities Monitoring Form at:
<http://bit.ly/PleasanceEqualOps>

Deadline: Applications will be reviewed and interviews held on a rolling basis until all roles are filled, with a preliminary application deadline of 17:00, Sunday 29th March 2020.

Applications received after the preliminary deadline will still be considered for vacant positions. However, prospective candidates are advised that applications are considered on a first applied, first reviewed basis and are therefore recommended to apply at their earliest convenience to maximise the chance of being shortlisted.

Applications via alternative means such as a video or voice application will be accepted from those who require reasonable adjustments. Please contact us if you wish to discuss this.

Contact:

Email:	jobs@pleasance.co.uk
Phone:	+44 (0)207 619 6868
Post:	Festival Recruitment Pleasance Theatre Trust Carpenters Mews, North Road, London, N7 9EF

6. Equal Opportunities

The Pleasance Theatre Trust is an equal opportunities employer and welcomes applications from all sections of the community.

If you would require any reasonable adjustments at interview or whilst undertaking the role as specified, please highlight this as part of your application and we will be happy to discuss these.
