

Pleasance Theatre Trust - Role Pack

Front of House Manager (Fringe)

June 2021

1. About Pleasance Theatre Trust
2. About Our Team
3. About The Role
4. Contract Terms
5. Applications
6. Equal Opportunities

1. About Pleasance Theatre Trust

The Pleasance Theatre Trust is delighted to reopen the gates for the 2021 Fringe.

This year's Festival may be smaller, but its purpose has never been bigger - bringing artists back to the stage and creating opportunities to nurture and support new talent. This is a moment to rebuild and rediscover - embodying the hopeful spirit of our very first year on the Fringe in 1985.

As an educational charity the Pleasance remains fiercely committed to developing careers. In our festival team, those working in the industry 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.

This year's Covid secure operation puts health, wellbeing and enjoyment at its core - having been carefully designed to adhere to all public health guidance and legislation.

The Pleasance is a place for everyone, built by us, but made unforgettable by you.

Join us.

The Pleasance Theatre Trust is a registered charity - charity numbers 1050944 (England & Wales) and SC043237 (Scotland).

2. About Our Team

The Pleasance is a place for experiences – both on and off the stage. For our team, 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 is 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.
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3. About the Role

Role:	Front of House Manager
Department:	Guest Services
Line Manager:	Operations Director
Line Manager To:	Front of House Supervisor, Front of House Assistants (Volunteers)
Key Relationships:	Box Office Supervisors, Venue Managers, Duty Technicians
Contract:	Fixed Term - Freelance

Role Description

The **Front of House Manager** plays a leading role in ensuring audiences receive the best possible experience of the Fringe and performance spaces run like clockwork.

They are responsible for managing incoming audiences at the Pleasance’s festival sites - delivering first class customer service and ensuring that all set procedures are followed - particularly in relation to Covid security. This includes maintaining social distancing within queues, communicating restrictions to audience members, track and trace registration and sanitisation of public and performance spaces throughout the day. The health and enjoyment of visitors are of equal importance and the successful management of these procedures will require an attentive and compassionate approach that make this a natural, unobtrusive part of the experience.

The Front of House team manages the front-end services of the venue’s Box Office - using a digital ticketing system to admit audiences contactlessly and in certain circumstances issuing tickets. The Front of House Manager will work closely with the Box Office Manager and Supervisor to ensure this is delivered effectively.

They also work closely with Venue Crews to maintain the venue’s performance schedule - assisting in turnarounds between shows and ensuring audiences are admitted promptly when clearance is given.

The Front of House Manager will ensure that a strong collaborative working relationship is maintained with the Pleasance’s site partners at the Edinburgh University Students’ Association, who provide

integrated services such as on-site hospitality and joint site management. Our shared objective is to deliver a seamless experience to visitors coming to the site.

More broadly, the Front of House Manager is responsible for maintaining the Pleasance's reputation for excellent customer service - providing proactive support to customers; answering queries; managing audience feedback or complaints; and dealing with ad-hoc operational requirements as they arise.

Supported by the Front of House Supervisor, the Front of House Manager oversees a voluntary team of Front of House Assistants and provides them with operational and pastoral support - ensuring they feel confident in their duties and thrive as part of the Pleasance Festival Volunteer Programme. They will devise and deliver training sessions for their department and are responsible for creating rotas throughout the Festival.

The ideal candidate will have experience leading a team 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 motivate themselves and others whilst working in a frenetic outdoor environment with the many potential elements of the Scottish "summer". Direct experience of implementing Covid secure measures is desirable, but not essential. They will have a passion for the performing arts and a natural flair for creating a working environment where colleagues feel supported, encouraged and are ultimately driven to excel in their role.

Key Responsibilities

Audience Management

- Welcome incoming audiences and perform digital ticket checks to provide entry.
- Manage house calls and clearance, working closely with Venue Crews.
- Deliver first class customer service, answering a wide range of audience queries.
- Assist audiences with additional access requirements.
- Provide ticketing services on an ad hoc basis, such as reissuing lost tickets, working closely with the Box Office Manager and Supervisor.

Health & Safety / Covid Security

- Oversee and ensure compliance of the Pleasance Covid Security Policy in queues and performance spaces, working closely with other departments and site partners at the Edinburgh University Student's Association, including but not limited to;
 - Social distancing is maintained;
 - One-way routes are followed;
 - Restrictions and guidance are communicated;
 - Track and trace registration is completed;
 - Face coverings are worn, unless exempt;
 - Equipment and high-volume touch points are sanitised;
 - Seating and tables are sanitised between performances;

- Adhere to all other elements of the Pleasance Health & Safety and Covid Security policies.
- Ensure access and egress routes are maintained.
- Act as designated fire marshal.
- Where appropriately trained, act as a designated first aider.

Operations

- Line Manage the Front of House Supervisor and Front of House Assistants, including pastoral support.
- Prepare Front of House rotas according to the performance schedule.
- Ensure the daily schedule is understood and supplementary information communicated to those on shift.
- Ensure shift duties are adhered to by all team members.
- Manage Front of House inductions and training, including top-up training through the Festival.
- Complete daily shift reports.
- Attend and contribute to daily operations meetings.
- Manage Front of House arrangements for any special or one-off events and liaise with performing companies in advance as required.
- Liaise with Edinburgh University Students' Association management team to coordinate joint operations, including sanitisation, site management and hospitality service.

Volunteer Support

- All members of the Pleasance team have a collective responsibility to those participating in the Pleasance Volunteer Programme, in any department or role, with responsibilities including;
 - Maintain a supportive environment and workplace;
 - Ensure equal inclusion and participation of all;
 - Offer professional advice and support;
 - Contribute to a fun and rewarding experience.

General

- Act as a representative of the Pleasance and its values.
- Be responsive to situations as they arise, adapting operations as required.
- Work cross-departmentally to ensure the smooth running of the operation.

- Fulfill ad-hoc duties on behalf of other departments, if required and appropriately trained.
- Ensure that the Pleasance is represented to all visitors as having excellent standards and first class service.

Personal Specifications

Essential Skills

- Experience delivering Front of House services.
- Experience within an equivalent customer service environment, preferably within a theatre or live event setting.
- Experience managing and motivating a team.
- Excellent communication skills.
- Personable, approachable and friendly manner.
- Experience working collaboratively and relationship management.
- Administrative experience, preferably including the creation of departmental rotas.
- Resilience working under pressure, calm and an unrelenting good humour.
- Effective approach to diplomatically resolving challenges and identifying solutions.
- Supportive management style.
- A can-do attitude in line with the Pleasance's values.

Desirable Skills

- Experience as part of a venue operation at the Edinburgh Festival Fringe.
- Experience managing or implementing covid security measures.
- Experience working with volunteers or less experienced staff.
- Experience devising and delivering bespoke training sessions.
- Experience in delivering Box Office services and in particular digital ticketing.
- First Aid at Work qualification.

4. Contract Terms

Contract Type:	Fixed Term - Freelance
Period of Engagement:	02/08/21 - 30/08/21 inclusive (travelling 01/08/21 & 31/08/21, if required) <i>A limited number of remote pre-production prep day may be required, subject to availability.</i>
Key Dates:	Get-In Period: 02/08/21 - 05/08/21 Festival Performance Dates: 06/08/21 - 29/08/21 Strike: 30/08/21
Total Fee:	£1965
Payment Schedule:	50% Total Fee on 17/08/21 50% Total Fee by 17/09/21, on completion
Place of Work:	Edinburgh, United Kingdom
Schedule of Work:	Working on a rotating shift pattern with an average 6 day week during the Period of Engagement. Evening and weekend work are essential in this role.
Accommodation:	Accommodation may be available to those that require it at a partially 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 send your CV and cover letter in .pdf or .doc format by email including the Role in your subject line to:

jobs@pleasance.co.uk

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 via Zoom or phone on a rolling basis until all roles are filled. Applications will be considered on a first applied, first reviewed basis and interviews scheduled with shortlisted candidates accordingly.

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: 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. In particular, we encourage applications from backgrounds or social groups currently underrepresented in the creative industries.

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.
