

**Bernie Grant
Arts
Centre**
Developing
culturally diverse
artists



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ENGLAND**



Application Pack FOH Assistant

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Cover image: *The UK is Not Innocent* by Jarelle Francis.

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FOH Assistant

Closing date: Sunday 19th September, Midnight

Interviews: w/c 27th September 2021

Ideal start date: As soon as possible

Reports to: Administration & Building Manager

Contract: Freelance / Casual

Location: Bernie Grant Arts Centre,
Town Hall Approach Road,
Tottenham, London, N15 4RX

FOH ASSISTANT

ABOUT THE BERNIE GRANT ARTS CENTRE

The Bernie Grant Arts Centre is a state of the art, purpose built arts complex in the heart of Tottenham Green, North London.

Designed by British-Ghanaian architect Sir David Adjaye, and opened in 2007, our site features a 274-seat theatre; 3 rehearsal spaces, a lounge cinema, café & bars; 20 creative workspaces, and an impressive outdoor square.

Inspired by the vision of the late Bernie Grant MP, we champion Black artists telling their own stories. We present a range of multi-disciplinary art form events, including theatre, performance, dance, literature, film, music and festivals.

Our mission is to remove the barriers that contribute to the under-representation of Black artists and audiences and to redress this imbalance by nurturing and celebrating the creativity in cultural diversity. By making the arts accessible to all, we seek to make a substantial and ethical contribution to the social and economic regeneration of Tottenham.

The Next Stage of Our Journey

We are looking for someone with drive, commitment and excellent attention to detail to provide extra support within our small but dedicated team as we adapt to the changing cultural landscape.

We are committed to raising the profile of Black artists through presenting and co-creating high quality work and delivering artists development, creative learning and engagement opportunities.

The Bernie Grant Arts Centre was awarded Elevate and the Cultural Recovery Funding from Arts Council England to help deliver our artistic mission and build organisational resilience. We are currently working towards securing a vibrant, sustainable future for this key cultural asset in the heart of Tottenham, North London.

JOB DESCRIPTION

Post:	FOH Assistant (Freelance)
Reporting to:	Administration & Building Manager
Responsible for:	Event ushering, box office and bar
Pay:	£12.16 per hour (Self-employed - Freelance/Casual)

MAIN PURPOSE OF THE JOB

To work as part of our friendly front of house team, building effective relationships with colleagues providing a high quality experience for all visitors to Bernie Grant Arts Centre. FOH Assistants welcome and help our visitors; control entry into each space; supervise the audience during performances, functions and events, ensuring the smooth and efficient running of all the public areas. FOH Assistants also support Box Office and the in-house bar. Specified tasks are allocated on the day based on the requirements of the event.

- **The Theatre Building**
 - The purpose built, state of the art, flexible theatre space with a capacity of 279 seating and its associated technical spaces; Dressing rooms and private backstage areas; The main rehearsal room and green room; The Café and Bar and other public spaces.
- **The Hub Building**
 - A ground floor rehearsal room/cinema lounge: A café/bar: Two upper floors leased to a Performing arts training academy.
- **The Creative Studios**
 - 20 creative studios for creative businesses; A small rehearsal room.
- **The Estate Grounds**
 - The main courtyard; Carparks; Landscaped areas.

MAIN DUTIES AND RESPONSIBILITIES

Customer service

- Greet and welcome visitors in a polite and enthusiastic manner, paying attention at all times to the needs of visitors.
- To give visitors accurate information, correct directions and effective assistance and help as required.
- To respond quickly and positively to questions, requests, problems or complaints raised by visitors and to resolve them effectively and courteously.
- To pay attention to the needs of visitors with special requirements, and assist them with access to lift facilities, and with movement in and out of the performance spaces. To give brief instructions on emergency procedure.
- To perform all duties to a high standard of customer care in attitude, approach and appearance.

Performances, rehearsals, events duties

- To assist in maintaining the general appearance and tidiness of all the public areas before events start and during events. To assist in clearing drinks and other litter as required. To use communications equipment as necessary.
- Complete a pre-performance/event security check of all public areas, including toilets. Collect and hand in any lost property.
- To check and collect tickets for the correct performance. To direct latecomers to their seats in the performance space.
- To open/close the theatre doors to visitors at the time required for the performance and as directed by the duty manager. To patrol exterior doors during performances as required. To assist visitors during intervals, and check tickets of visitors re-entering.
- Latecomers: to give a fast and efficient service to latecomers who may be agitated, directing them to their seats or a waiting area as appropriate.
- To stand or sit inside the theatre during performances to ensure that the Centre complies with the premises license.
- To direct visitors to their seats correctly and to resolve any seating or other problems which occur; inform the duty manager of any serious difficulties.
- To hand out programmes to customers. To prevent visitors taking cups, glasses and ice cream tubs into the performance space/studios at any time.
- To complete a security check at the end of the performance and foyers after visitors have left.

Sales

- To work on the box office selling tickets and merchandise, being professional and informative.
- To sell programmes or merchandise as directed. Ensure the stock is correctly accounted for. Complete cash and card sales by following cash-handling procedures.
- An ability to accurately handle money and stock.
- Ability to serve food and drink (including alcohol) and checking IDs
- To cash up alongside the Site Duty Manager at the end of the shift.

Safety

- To be thoroughly conversant with the Bernie Grant Arts Centre emergency procedures and all fire exit routes, and implement procedures if necessary.
- To take responsibility and perform fire and evacuation drills as directed by the site duty manager before or during specified performances or generals.
- To maintain awareness of the safety of the public and staff throughout the shift.
- To be familiar with the procedure for summoning first aid or security.
- To be vigilant at all times, with regard to the safety and security of customers, colleagues and yourself, and to take action as appropriate.

Conduct

- Conduct themselves in an appropriate manner whilst in uniform and public areas. No eating, drinking, smoking and the use of mobile phones are not permitted during their shift.

- Ushers must wear smart black dressing code. Jewelry is to be kept to a minimum.

General

- To carry out any reasonable request as required by the site duty manager.

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.

PERSON SPECIFICATION

The Bernie Grant Arts Centre has a small team of highly skilled and committed people. All staff members are expected to contribute as appropriate to the Company’s success and engage in the life of the Company and the building.

Essential requirements:

- Previous experience of working with the public in the provision of a service.
- Good demonstrable knowledge of customer service principles.
- Experience in maintaining the high presentation and cleaning standards of the centre.
- An ability to work effectively in a pleasant manner with a wide range of visitors and staff.
- Experience in accurate cash handling and conducting sales,
- Good, clear, English language and communication skills.
- An ability to work calmly and efficiently under pressure, either on own initiative or as part of a team.
- Ability to recognize risks to the public or Health & Safety issues.

Desirable

- A valid first aid at work certificate
- Fire Marshall qualifications
- An interest in the arts - In particular Black, Black British and diverse arts
- Lives within the area or has a local commute

TERMS OF EMPLOYMENT

Pay: £12.16 per hour

Period of contract: Freelance agreement (Self-employed/Casual - Please note that you would be expected to submit your own self-assessment and pay any tax directly to HMRC for any hours worked)

Notice Period: One week

Hours:

On a casual rota basis, shifts will vary from 7am to 11pm with later finishes for get outs. Evening and weekend work will be required.