

# FRONT OF HOUSE ASSISTANT (CASUAL)

## RECRUITMENT PACK



**Application Deadline:**

**Monday 20 September 2021 at 10am**

**First Round Interviews:**

**Tuesday 28 & Wednesday 29 September**



**SHOREDITCH**

TOWN HALL

OLD STREET, LONDON, EC1



*The Claim* by Tim Cowbury  
Credit: John Hunter

Front cover image:  
curious directive  
*Gastronomic*  
Credit: Ali Wright

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Shoreditch Town Hall  
Credit: Puds&Co

# ABOUT SHOREDITCH TOWN HALL

One of the grandest former civic buildings in London with a rich and varied history, Shoreditch Town Hall has established itself in the last decade as a leading cultural venue, live events space and community destination. Our landmark Grade II listed building houses spaces which range from a cosy capacity of 40 to an expansive and versatile 770-seat auditorium. Our business tenants are drawn from the digital and creative industries and prestige hospitality, and our public spaces are brought to life with an eclectic and forward-thinking programme of activities inspired by the Town Hall's history as a centre for discussion, dialogue and debate.

Our curated cultural programme has recently included work with **ANU & CoisCéim Dance Theatre, Barely Methodical Troupe, curious directive, Dance Umbrella, Jamie Lloyd, Kneehigh, LIFT, Manchester International Festival, Nigel Barrett & Louise Mari, Ockham's Razor, Scottee, Talawa Theatre Company, Theatre Re, ThisEgg** and **The Wardrobe Ensemble**, as well as one-off events with the likes of **Akala, Emily Atack, Matt Haig, Reggie Yates, Rose McGowan** and **Will Young**.

Recent event hire clients have included **Alexander McQueen, Amazon, Black Girl Fest, Cartier, Channel 4, Evening Standard, Fred Perry, Glug, Jazz FM, Monzo** and **Unicef**, as well as the filming of *Mangrove, The Death of Stalin, Florence Foster Jenkins* and *The Lady in the Van*.

Shoreditch Town Hall is a fully independent charitable trust (no. 1069617) and does not receive any regular or revenue funding.

[www.shoreditchtownhall.com](http://www.shoreditchtownhall.com)

@ShoreditchTH

# KEY STATISTICS



Welcome **70,000 people** through our doors every year



Present and produce a year-round cultural programme of up to **40 productions** across **theatre, dance, music, comedy, circus, cinema** and **talks**



Deliver an artist development programme that **supports 50 artists** and commissions up to **8 new pieces of live performance** every year



Host **200 live events** per annum



Provide a leading location for film and television shoots



Collaborate with over **20 local partners** to deliver our community, learning and engagement programmes, providing nearly **5,000 hours of in-kind space** to community groups and artists every year



House **7 businesses** including the Michelin starred **The Clove Club** and **Time Based Arts**



Invested **£4.1m** in the preservation and development of our **Grade II listed building** since 2000



# OUR TEAM

Shoreditch Town Hall's core team is a tight knit, dedicated and multi-skilled group of 11 who are supported by around 50 casual staff and a loyal and highly skilled Board of Trustees.

No day is ever the same at Shoreditch Town Hall, ensuring a vibrant and stimulating working environment that challenges and rewards in equal measure. Our highly-valued staff are hardworking, with a flexible, adventurous spirit. They are full of ideas, making our office a place where innovation and entrepreneurship are highly prized.

Buildings only survive by the people who populate them. We support all our staff to be the best they possibly can be, celebrating and championing achievements, and providing training, development and progression opportunities wherever possible.

**We believe that a diverse workforce leads to an organisation that is more innovative, more creative and gets better results. We actively encourage candidates from different backgrounds**



Wayward Productions  
*The Language of Kindness*  
Credit: Ali Wright



StumbleTrip  
Credit: Lennef



# ABOUT THE ROLE

## MAIN PURPOSE OF THE ROLE

Front of House Assistants assist the Duty Manager to ensure the smooth operation of all events and performances at Shoreditch Town Hall. The role encompasses bar, reception, box office, ushering, cloakroom and general event set up work. The Front of House team need to work together to provide a friendly and safe environment for all patrons. They will take responsibility for ensuring the health, safety and wellbeing of all visitors to the building, conducting themselves in a confident, professional and pro-active manner to ensure a high level of service to all users of the building and an efficient and exceptional experience for all artists and event hirers.

## DUTIES AND RESPONSIBILITIES

### Bar

- To provide excellent customer service during artistic and commercial events at Shoreditch Town Hall.
- To set-up and/or clear down the Town Hall's pop-up bar facilities (including fridge and stock movement).
- To ensure that all patrons are served as efficiently as possible, in a professional and friendly manner.
- To remain actively informed of all the products available at the bars, as well as all of Shoreditch Town Hall's facilities and operational procedures, including licensing regulations.
- To ensure the security of all cash held behind the bar and abide by the Cash Handling Procedures.
- To calculate the cost of purchases correctly and ensure that the correct change is returned to the customer.
- To monitor stock levels throughout the hours of service, replenishing as necessary.
- To maintain appropriate levels of hygiene and cleanliness at all times.
- To ensure that at the end of service all bars and other areas are clean, tidy, re-stocked.



# ABOUT THE ROLE

## Box Office

- To provide excellent customer service during artistic events at Shoreditch Town Hall.
- To handle cash and take credit card payments.
- To co-ordinate any returns queues and, alongside the Duty Manager, determine when it might be appropriate to re-sell any uncollected tickets on a first come, first serve basis.
- To be well informed of specific information relating to any of the Town Hall's productions such as, running times, cloakroom and bar services, age guidance and merchandise sales.

## Usher

- To ensure that the auditorium is clean and tidy prior to the Duty Manager opening the house.
- To check all tickets prior to attendees entering the auditorium and directing them to the appropriate area.
- To remain actively informed of the seating layout in operation for each event or performance in order to solve any seating queries quickly and efficiently.
- To take cash or card payments for merchandise as necessary.
- To ensure the security of any cash held, abiding by Cash Handling Procedures at all times.
- To be well informed of specific information relating to any of the Town Hall's productions such as, running times, cloakroom and bar services, age guidance and merchandise sales.
- To understand Shoreditch Town Hall's evacuation procedures and take an active role in case of an evacuation.
- To ensure the auditorium is clean and tidy at the end of each performance or event.

## **DUTIES AND RESPONSIBILITIES (CONTINUED)**

### **Reception**

- To ensure that visitors are welcomed and dealt with in an efficient and friendly manner.
- To maintain a visitors' book and ensure that all visitors are signed in and out.
- To ensure that visitors are directed quickly to the relevant person and/or area of the building.
- To be the first point of contact for telephone enquiries, to answer queries where possible and/or to re-direct the call to the appropriate person.
- To receive and distribute post and deliveries for the Town Hall, its tenants, artists and event hirers.
- To provide information to visitors and callers about the Town Hall.
- To ensure there is an adequate supply of brochures, flyers and any other information and print available at all times
- To ensure that the Reception area is always clean, tidy and welcoming.
- To keep a log of keys and ensure that all keys issued are signed for and returned.
- To ensure efficient handovers at the end of a shift to other Front of House Assistants and/or Duty Managers.

### **Cloakroom**

- To ensure the security of the visitors' belongings in the cloakroom by using the cloakroom ticketing system.
- To store the visitors' belongings appropriately in the cloakroom area, safeguarding items and returning items when requested.
- To liaise with the Duty Manager if there are any issues with lost property.

### **General**

- To assist the Duty Manager to ensure the health, safety and well-being of all users of the building.
- To attend any relevant training as decided by the Front of House Manager.

- To assist the Duty Manager in the set up and tear down of events and performances.
- To ensure all front and rear of house areas are constantly presented to a high standard, are secure and health and safety compliant at all times and are ready to open at designated times.
- To abide by and enforce all policies and procedures, including health and safety and licensing regulations.
- To deal with customer queries and complaints appropriately and effectively, in a friendly and professional manner.
- To attend to any reasonable cleaning requests as appropriate.
- To set-up and/or clear down any furniture and production equipment in spaces as required by hirers, artists and staff.
- To provide support to all users of the building with regards to physical access requirements.
- To ensure that all visitors to the Town Hall have the best possible experience, always maintaining exceptional customer service skills.
- To publicly represent Shoreditch Town Hall in a prepared and professional manner.
- To work unsocial hours as required.
- To maintain confidentiality.
- To undertake any other duties which may be reasonably requested to ensure the smooth running of Shoreditch Town Hall.

It is inevitable that over time the emphasis of this job may well change without altering the general character of the role or the level of duties and responsibilities entailed. This information will be periodically reviewed, revised and updated in consultation with the post-holder to reflect appropriate changes.

# WHO WE ARE SEEKING

## Essential Experience and Skills

- Previous experience of similar roles.
- Experience of working in a public building, ideally customer-facing and within the arts or heritage sector.
- Ability to work independently and unsupervised, using own initiative.
- An active team player.
- Strong sense of responsibility, reliability and personal maturity.
- Open and hands-on approach to all tasks as well as being an efficient and effective problem solver.
- Ability to remain adaptable and flexible at all times.
- Strong attention to detail.
- Good communication skills.
- An awareness and experience of health and safety legislation and practice.
- Experience of cash handling.

## Desirable

- Previous experience in an arts venue in similar roles.
- First aid qualification.
- Fire warden training.

**Please remember, the deadline for applications for this role is Monday 20 September 2021 at 10am. All completed Application Forms must be sent to [jobs@shoreditchtownhall.com](mailto:jobs@shoreditchtownhall.com) by this time. Late applications will not be accepted.**





# TERMS & CONDITIONS

**Job Title:** Front of House Assistant (Casual)

**Responsible to:** Front of House Manager

**Contract:** Casual

**Hours:** By arrangement, to include evenings, weekends, Bank Holidays and other unsocial hours where necessary.

**Office Base:** Shoreditch Town Hall, 380 Old Street, London, EC1V 9LT.

**Salary:** £9.80 per hour plus holiday pay in arrears

**Benefits:**

- Complimentary tickets for the Town Hall's programme
- Training and development opportunities
- Regular staff meetings, socials



Sustrans: Grayson Perry  
Credit: PaulTanner & Sustrans

# NOTES & GUIDANCE

## Equal Opportunities

We are committed to access, diversity and representation and believe that our programmes, workforce and organisational culture should genuinely reflect the range of backgrounds, perspectives and cultures that make up the communities we serve in Shoreditch, Hackney and beyond. We welcome applications from people of any colour, race, nationality, ethnic origin, religion, socio-economic background, marital status, sex, sexual orientation, age or disability.

Please ensure that you complete our Equal Opportunities Form and return it with your application. The information provided is entirely confidential and will be used for monitoring purposes only. All questions are optional and the form will be separated from your application before the selection process.

## Accessibility

Should you have any access requirements or need any reasonable adjustments to be made in order to apply and/or attend an interview for this role, please contact [jobs@shoreditchtownhall.com](mailto:jobs@shoreditchtownhall.com).

## How to Apply

Please complete all sections of the Application Form in black ink or type. We will use this Application Form to decide whether to invite you to interview or not, so please fill it in very carefully. Only applications made on the form will be accepted. **Please note that we do not accept CVs.**

The 'Information in support of your application' section is a particularly important part of the Application Form. This is your chance to tell us exactly why you wish to apply for this role and how you meet the criteria outlined in the Job Description and Person Specification.

# NOTES & GUIDANCE

## References

One referee must be your present or most recent employer. If you are currently self-employed, you may use a client as a referee. If you are still in full-time education and applying for your first job, please give details of someone in authority from an educational establishment.

We will not approach your referees until after we have interviewed you. You may indicate whether we need to contact you before we approach your referee.

## Criminal Records

We ask that you list any convictions, cautions, reprimands or final warnings that are not 'protected' as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013). For most roles we will only ask for details if you are invited to interview. Only the people directly responsible for the recruitment will be informed of such a record.

Due to the nature of our work, candidates in certain roles may be required to undergo an enhanced DBS (Disclosure & Barring Service) check, including a Criminal Records Check. A criminal record will not necessarily prevent you from securing a role; it will only be used to assess suitability for employment insofar as it is relevant to the role in question.

## Right to work in the UK

Under the Asylum and Immigration Act 1996, we are required to check that applicants have the legal right to work in the UK. All successful applicants will be asked to provide the Town Hall with documentary evidence to support your entitlement to work in the UK prior to taking up employment.

## Sickness Absence

Please state the number of days sickness absence you have had in the last 2 years. If you wish, you may give brief details.

## NOTES & GUIDANCE (CONTINUED)

Reasonable travel expenses for those attending an interview from outside of London will be reimbursed.

Occasionally, it may be necessary to invite applicants back for a second interview.

Written feedback will be provided to all interviewed applicants on receipt of a written request no later than 2 weeks after the date of the interview

### Data Protection

Shoreditch Town Hall reserves the right to collect personal data for the purposes of recruitment. The personal data supplied in your Application Form will be handled, processed and stored securely within Shoreditch Town Hall and on Shoreditch Town Hall's servers for legitimate human resources and business management interests.

We store all applicants' data until we have successfully filled the role in question. At this point, we will either delete the data (both hard and electronic copies) or keep it on our electronic database for future roles, subject to written permission from the applicant.

We will not share your data with any third party or recruitment agency.

More information can be found in Shoreditch Town Hall's Privacy Policy here: [shoreditchtownhall.com/about/privacy-policy.html](http://shoreditchtownhall.com/about/privacy-policy.html).







Black Girl Fest  
Credit: Krystal Neuville &  
Keturah Cummings