Dear Applicant,

Thank you for your enquiry about the post of Front of House Manager (Casual).

A little about us: The Maltings has operated as an arts and community centre for Farnham since the early 70s. There is a core of successful activities – a contemporary theatre programme, film and satellite broadcasts, music and comedy events and a flourishing craft festival programme.  We have a flexible Great Hall which can be set as a 240 or 400 seated performance space or 500 standing. We also have a 100 studio and range of other spaces used for small concerts, etc.

We are a well-used and popular set of buildings – over 400,000 people attend each year - we have strong and supportive relationships with Arts Council and our Local Authorities, funding agreements in place until 2023, a hugely capable staff team and a financially resilient business model.

However, the last 16 months have thrown up unprecedented challenges. We closed for most of last year, opened, closed again and are now starting to reopen. Everyone has had to adapt, respond to new opportunities, make the best of our resources, work collaboratively and remain confident in our ability to contribute to the quality of people’s lives across the town.

Hopefully the attached job description will give you a good sense of the main duties of this post. Previous experience in a FOH role would be helpful, but not vital. If you want an informal conversation about the post, feel free to call Niki, Marketing & Communications Manager on 01252 745 476.

If you wish to apply, please complete the attached Application Form and Equal Opportunities Monitoring Form and return it to: **recruitment@farnhammaltings.com** by the deadline of Wednesday 29 September 2021. Interviews will take place during week commencing 4October 2021. However, we reserve the right to appoint sooner than the closing date if a suitable candidate is found.

Good luck!



Gavin Stride

Director

**Job Description**

Position: Front of House Manager (Casual)

Responsible to: Marketing & Communications Manager

Responsible for: Stewards, Visiting Companies, Members of the Public

Contract: Zero hour contract

Hours: To be agreed in advance, consisting of daytime, evening and weekend working

Last updated: September 2021

1. **Objectives and Responsibilities:**
	1. To be an ambassador for the Maltings and promote a positive experience for all customers.
	2. To manage the smooth running of events from start (company arrival) to finish (audience exit).
	3. At events, play a central role in coordinating tech, catering, duty before, during and after the event.
	4. To ensure that Health and Safety and Fire evacuation regulations, for the safety of customers, stewards and staff, are observed at all times.
2. **Duties**

**Customer experience**

* To practise excellent customer service skills and demonstrate an interest in the Maltings programme of work.
* To be the main point of contact for visitors and audience and be available to assist customers prior, during and after events.

**Steward Management**

* To brief the volunteer stewards 40 minutes prior to each event to ensure they understand running times, interval length, catering, seating arrangements, etc.
* To ensure that the Volunteer Stewards adhere to the Volunteer Steward Guidelines and the fire evacuation procedures.
* To assist with programme and merchandising sales and ensure financial procedures are adhered to.

**Event Management**

* In liaison with the Marketing & Communications Manager ensure you have the correct information and timing of events.
* Liaise with visiting companies and promoters to ensure they have everything they need whilst on site and problem solve as necessary.

**Health and Safety**

* In conjunction with the Duty Staff ensure people’s safety and comfort by making sure that fire evacuation routes are clear, lit and free of obstruction and that all public areas are properly lit and heated.
* To report any accidents, incidents or complaints by the agreed procedure.
* To understand and operate the fire and emergency evacuation procedure

**Person Specification**

**Essential**

* A confident and professional manner
* Excellent customer service skills
* Confident and articulate public speaking
* Practical problem solving ability
* Ability to work well under pressure
* Confidence in managing a team of stewards
* Good IT skills across all Microsoft software
* Excellent administrative and organisational skills.

**Desirable**

* A keen interest in the arts
* Previous Front of House experience
* First aid trained and fire trained
* Access and Dementia awareness trained
* Experience of using ticketing systems

**Application Form**

Candidates are asked to ensure that they complete all sections of the form. Of particular importance to us is the third section on this page, which is intended to give you an opportunity to demonstrate your suitability for the post.

You should return your completed application form and equal opportunities form to: recruitment@farnhammaltings.com or post to Recruitment, Farnham Maltings, Bridge Square, Farnham, Surrey GU9 7QR, **by Wednesday 29 September 2021.**

**Interviews are due to be held during week commencing 4 October 2021, however we reserve the right to appoint sooner than the closing date if a suitable candidate is found.**

Please type or use black ink if possible as your application will be photocopied.

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| --- | --- |
| **Post applied for:** | Front of House Manager (Casual) |

|  |  |  |  |
| --- | --- | --- | --- |
| **Surname** |  | **Initials** |  |

|  |  |
| --- | --- |
| **Address** |  |
| **Email** |  |
| **Home telephone** |  |
| **Daytime telephone** |  |

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| --- |
| **Bearing in mind the detailed job description, please tell us in your own words why you are a suitable candidate and what particular qualities and experiences you would bring to the post if appointed. This section is your opportunity to present yourself as the best person for the job.** The box below will expand with your text. |
|  |

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| --- |
| **PRESENT EMPLOYMENT:** |
| Employer |  |
| Address |  |
| Date from |  |
| Position and duties |  |
| Present salary |  |

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| **PREVIOUS EMPLOYMENT (excluding present post)**Please add as many rows as are necessary. |
| **Dates** | **Employer** | **Position and duties** |
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| **EDUCATION AND TRAINING**Please give details of any relevant education and/or training including qualifications gained, if any:The box below will expand with your text. |
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| **OCCUPATIONAL HEALTH**To the best of your knowledge do you have or suffer from any medical, physical or mental conditions which may hamper your ability to normally perform the duties that could be reasonably expected from you in this employment? |
| **Yes** |  | **No** |  |

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| --- |
| **Please list two people whom we may approach for professional references after interviews and prior to an offer of appointment (one of these should be your present employer if applicable).****Please note: references will only be taken up prior to an offer of employment** |
| **REFEREE ONE** |
| Name |  |
| Position |  |
| Address |  |
| Telephone number |  |
| Email |  |
| **REFEREE TWO** |
| Name |  |
| Position |  |
| Address |  |
| Telephone number |  |
| Email |  |

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| --- | --- | --- | --- | --- | --- | --- | --- |
| **Where did you hear about this vacancy?**  | ‘Indeed’  | Farnham Maltings Website | Facebook Page | Instagram | Linked In | Word of Mouth | Other (Please specify) |
| **(Please tick where you heard about this vacancy)** |  |  |  |  |  |  |  |

|  |  |  |
| --- | --- | --- |
| **Signed** |  |  |
| **Dated** |  |  |

**Equal Opportunities monitoring form**

Farnham Maltings is committed to equality, inclusion and accessibility across all areas of our work. We collect information about everyone who engages with us from the audiences who come to our events, to the artists and people we work with. We use this information to make sure our staff, programme, audiences and partners reflect the diversity of contemporary Britain.

Some of these questions may be new to you, but it is important to us that we are able to measure our commitment to working with people from all backgrounds. You don’t have to answer them if you don’t want to but we would encourage you to do so.

By completing this form, you are giving us permission to process your data for monitoring purposes only. The information you supply to us will be kept secure and confidential in line with our Privacy Policy <https://farnhammaltings.com/about/privacy-policy>

**Application details**

**Name of the job or position you are applying for:**

**Your name**

**Postcode**

**Age**

**How old are you?** *Please tick one box..*

 0-19

 20-34

 35-49

 50-64

 65+

 Prefer not to say

**Gender**

**How would you describe your gender?**

*This is inclusive of all genders, for example female, male, agender, trans, non-binary, genderqueer.*

**Is your gender identity different to the sex you were assumed to be at birth?** *Please tick one box.*

* Yes
* No
* Prefer not to say

**Cultural Heritage**

**Please tick as appropriate, and you can mark more than one.**

**Black**

* British
* African
* Caribbean
* Other

**East Asian**

* British
* Chinese
* Japanese
* Korean
* Other

**South Asian**

* British
* Indian
* Pakistani
* Bangladeshi
* Other

**Mixed**

* Black British & White
* Black African & White
* Black Caribbean & White
* East Asian & White
* South Asian & White
* Other

**White**

* British
* Irish
* European
* Gypsy or Irish Traveler
* Other

**Other**

* Middle Eastern
* Prefer not to say
* None of the above. Please specify

**Sexual Orientation**

This is inclusive of all sexualities, for example lesbian, gay, bisexual, pansexual, asexual, queer, questioning, heterosexual.

**I would describe my sexual orientation as:**

**Disability**

We are working to implement the Disability Discrimination Act, which defines disability as a physical or mental impairment which has a substantial and long-term adverse effect on a person’s ability to carry out normal day-to-day activities.

**Do you consider yourself to have a disability, health condition or illness?**

* Non-disabled
* Cognitive or learning disabled
* Visual Impairment
* Mental Health Condition
* Hearing Impairment / deaf / Deaf
* Long-Term / Chronic Condition
* Physically Disabled
* Prefer not to say
* Other

**Socio-economic background**

**Which type of school did you attend for the majority of your time between the ages of 11 and 16?**

*Please tick one box.*

* A state-run or state-funded school that was non-selective (e.g. a comprehensive, secondary modern, Scottish High School / Secondary School / Academy)
* A state-run or state-funded school that selected on the basis of academic ability, faith or other grounds
* An independent or fee-paying school, but your fees were paid in part or full by a bursary
* An independent or fee-paying school, and your fees were not paid in part by a bursary
* Attended school outside of the UK

**Thinking back to when you were aged about 14, which best describes the sort of work the main or highest income earner in your household did in their main job?** *Please tick one box.*

* Modern professional occupations such as: teacher – nurse – physiotherapist – social worker – welfare officer – artist– musician – police officer (sergeant or above) – software designer
* Clerical and intermediate occupations such as: secretary – personal assistant – clerical worker – office clerk – call centre agent – nursing auxiliary – nursery nurse
* Senior managers or administrators (usually responsible for planning, organising and co-ordinating work, and for finance) such as: finance manager – chief executive
* Technical and craft occupations such as: motor mechanic – fitter – inspector – plumber – printer – tool maker – electrician – gardener – train driver
* Semi-routine manual and service occupations such as: postal worker – machine operative – security guard – caretaker – farm worker – catering assistant – receptionist – sales assistant
* Routine manual and service occupations such as: HGV driver – van driver – cleaner – porter – packer – sewing machinist – messenger – labourer – waiter/waitress – bar staff
* Middle or junior managers such as: office manager – retail manager – bank manager – restaurant manager – warehouse manager – publican
* Traditional professional occupations such as: accountant – solicitor – medical practitioner – scientist – civil/mechanical engineer
* Short-Term Unemployed (claimed Jobseeker's Allowance or earlier unemployment benefit for a year or less.)
* Long-Term Unemployed (claimed Jobseeker's Allowance or earlier unemployment benefit for more than a year)
* Inactive (excluding those that are retired)
* Retired
* This question does not apply to me (e.g. grew up in care)

**Thinking back to when you were aged about 14, did the main/highest income earner in your household work as an employee, or were they self-employed?** *Please tick one box.*

* Employee
* Self-employed with employees
* Self-employed / freelancer without employees
* Not working

**If the highest income earner in your household was employed when you were aged 14, how many worked for their employer? Or if they were self-employed and employed other people, how many people did they employ?** *Please tick one box.*

* 1-24
* 25 or more
* Not applicable

**Thank you**

**Please return to** **recruitment@farnhammaltings.com , by the closing date.**