

**beacon**  
arts centre

[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)

LIGHTING UP LIVES  
IN INVERCLYDE



**beacon**

# RECRUITMENT PACK

FRONT OF HOUSE DUTY MANAGER

**OCTOBER 2021**



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# WHO ARE WE?

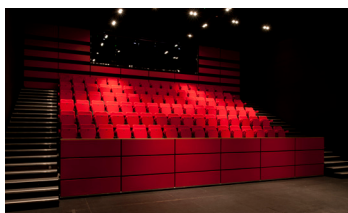
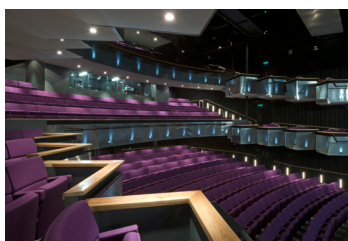
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**We are the Beacon, a contemporary theatre and arts venue in the heart of Inverclyde... and a whole lot more besides.**

We offer a safe and inspiring place to escape into a different world for a while; a place to connect and share new experiences through shows and activities that inspire and delight, sometimes challenge, and always entertain. From staging national productions to showcasing local talent, and from hosting theatre-based workshops to dance classes and a whole host of creative activities and events, we aim to offer something for everyone.

Our **vision** is to be Scotland's most influential, accessible and entertaining arts venue.

We passionately believe that cultural experiences are crucial to the wellbeing of individuals and communities. That's why our **mission** is to make a lasting impact through our work and to 'light up lives' by ensuring that as many people as possible have opportunities to engage with the arts in ways that are enjoyable and meaningful to them. We achieve this through our fantastically diverse programme and innovative outreach work, delivered in the local community and further afield, as well as within our inspiring building.



## Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ

T. 01475723723 E. [info@beaconartscentre.co.uk](mailto:info@beaconartscentre.co.uk)

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# WE ARE THE BEACON ARTS CENTRE... AND A WHOLE LOT MORE



## OUR PROGRAMME

Throughout the year, we stage a mix of award-winning theatre, music, dance and touring arts programmes, ranging from National Theatre of Scotland and Scottish Opera productions to large-scale community musicals and jazz, folk and classical music concerts. We present intimate performances for younger children and their families, and we host a range of festivals, exhibitions, classes, workshops and events too, delivering a year-round buzz of captivating, creative activity.

## OUR PRESENCE

Beacon Arts Centre is managed by the charity, Greenock Arts Guild Limited, and our diverse funding base is underpinned by core grants from Inverclyde Council and Creative Scotland. We firmly believe that Inverclyde is one of Scotland's most attractive places to live and work and it also has the benefit of well-developed transport links to Glasgow and the rest of Scotland. We are proud to be part of this vibrant community and to make a key contribution to the local economy as an employer. With a 4-star rating from VisitScotland, we play a vital role in supporting local tourism too.

## OUR VENUE

From our stunning location on the banks of the River Clyde, at the heart of Greenock's waterfront regeneration, our modern, purpose-built venue offers a 500-seat theatre and a 128-seat studio as well as a variety of spaces for exhibitions, meetings, rehearsals and development work. We also have superb facilities for eating, drinking and events.

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Beacon Arts Centre

# ABOUT THE ROLE

# FRONT OF HOUSE

# DUTY MANAGER

## JOB PROFILE

To manage the Front of House (FOH) team during theatre performances and events ensuring that customers receive the highest standard of customer service making sure that comfort and Health & Safety of customers are always guaranteed.

## MAIN DUTIES

- To be the main point of contact on duty during performances and events FOH
- To ensure care and supervision of the public before, during and after performances and events
- To be knowledgeable on our emergency procedures and ensure safe evacuation of the entire FOH area of the building (members of the public and staff) in the event of an emergency
- To assist the Management team in delivering the best possible service to visiting companies, event bookers and the public by supervising all FOH areas connected with all performances and events.
- To help train and manage the FOH team
- Ensuring you are up to date with all performances and events, briefing FOH staff before all activities
- To brief and ensure that FOH staff comply with the Beacon Arts Centres policies and codes of practice regarding Health & Safety, Access, and Equal Opportunities
- To carry out end of show checks and complete a performance show report
- Promote ancillary sales and be responsible for the reconciliation of FOH sales
- Working with the FOH & Box Office Manager and other team members to improve Customer Care for all patrons
- To assist with the organisation of rotas for FOH staff
- Identify poor performance and quickly tackle the issue – recognising and acknowledging good performance
- To deal with customer complaints effectively and appropriately.

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# FRONT OF HOUSE DUTY MANAGER

## ESSENTIAL KNOWLEDGE, SKILLS AND EXPERIENCE

The ideal candidate will demonstrate these in both their application and at interview:

- Experience in customer care
- Good leadership & organisational skills
- Effective communication and interpersonal skills
- Ability to work well under pressure
- Ability to work flexibly to ensure service provision
- Confident dealing with customers face to face
- Knowledge of current Health & Safety legislation and practice

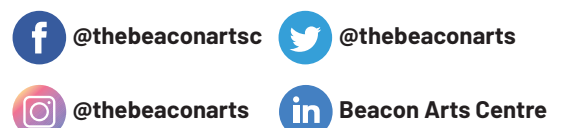
## DESIRABLE

- First Aid Qualification
- Active interest in theatre

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# SUMMARY

## JOB TITLE

FOH Duty Manager

## RESPONSIBLE TO

General Manager

## CONTRACT

Part-time flexible hours  
Monday – Sunday

## SALARY

£11 per hour

## HOLIDAYS

33 days per annum

## PROBATIONARY PERIOD

3 months

## NOTICE

One week during probationary period;  
one month thereafter

## PENSION

There is a stakeholder pension scheme applicable to your employment. Further details are available from the HR Officer.

## HOW TO APPLY

### APPLY TO

Tessa Calder,  
Finance & HR Officer  
[recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

### ATTACHMENTS REQUIRED

- CV (2 sides A4 max)
- Covering letter (1 side A4 max)
- Two referees (see footnotes)
- Equal Opportunities Monitoring Form (available at [beaconartscentre.co.uk/work-with-us](http://beaconartscentre.co.uk/work-with-us))

### EMAIL SUBJECT HEADING

Front of House Duty Manager

### APPLICATION DEADLINE

13 October 2021, 5pm

### ONLINE INTERVIEWS

18 October

### START DATE

As soon as possible

If you would like to have an informal confidential chat about the role in advance of submitting an application, please email Tessa Calder, Finance & HR Officer, at [recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

Should you have any access requirements or need any reasonable adjustments to be made in order to apply for this role, please contact [recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

The Beacon is committed to access, diversity and representation, and we actively encourage applicants from different backgrounds and with different experiences in order to develop and strengthen the organisation, evolve our programmes, and better reflect the communities we serve.

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