



RECRUITMENT PACK

FRONT OF HOUSE ASSISTANT

MAY 2025



WHO ARE WE?

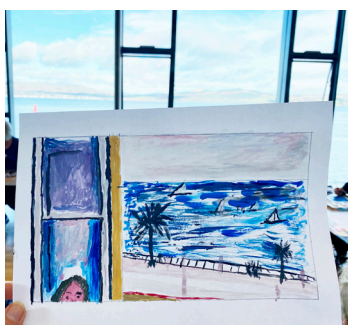
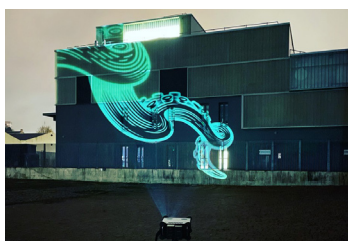
beacon
arts centre

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

www.beaconartscentre.co.uk



@thebeaconartsc



@thebeaconarts



@thebeaconarts



Beacon Arts Centre

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



OUR PROGRAMME

At Beacon Arts Centre we host a year-long programme of theatre, comedy, music, dance and musical theatre. Captivating creative activity doesn't stop there, we also have intimate performances for younger children and their families, and a range of festivals, exhibitions, classes, workshops and events.

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

FRONT OF HOUSE ASSISTANT

ABOUT THE ROLE

JOB PROFILE

Part of the Customer Services Team, Front of House will work closely with both the Front of House Manager and Duty Managers to support the busy day-to-day activity of the Beacon's performance programme.

KEY DUTIES

- To provide a positive customer experience and prevent disruptions to the performance.
- To take tickets and lead customers to their seats at theatre shows, concerts and other events.
- To sell confectionary, ice cream and merchandise at shows and events.
- To ensure a well-presented venue through pre-show inspections and post-show clear-ups.
- To assist in evacuating the building in the event of a fire.

PERSON SPECIFICATION

SKILLS & VALUES

- Excellent customer service standards
- Experience in carrying out detailed instructions
- Experience of working with the public
- An interest in the arts

OTHER DUTIES

- To engage in all aspects of safe and efficient working practices in line with Health and Safety at Work legislation, and the company's health and safety policy.
- To carry out any other duties that may be requested by the line manager, designated by the FOH & Box Office Manager and Duty Managers.

OTHER

- Excellent communication skills
- Team player
- Due to the nature and content of certain shows, applicants must be at least 18 years old

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Beacon Arts Centre

SUMMARY

JOB TITLE

Front of House Assistant

REPORTS TO

Duty Manager / FOH Supervisor

CONTRACT

Casual role

HOURS

Vary to suit the needs of the Beacon's programme. This role requires flexibility to work evenings and weekends, in line with our performance schedule.

Whilst this is a casual role, we require applicants to be able to commit to at least one shift per week during busy periods.

SALARY

£12.60 per hour in line with
Real Living Wage

HOW TO APPLY

APPLY TO

Tessa Calder,
Finance & HR Manager
recruitment@beaconartscentre.co.uk

ATTACHMENTS REQUIRED

1. A letter of application (1 side A4 max)
2. CV (two sides A4 max)
3. Name and contact details of two referees (referees will not be contacted prior to interview)
4. Equal Opportunities Monitoring Form (available at beaconartscentre.co.uk/work-with-us)

EMAIL SUBJECT HEADING

Front of House Assistant

INTERVIEWS

Interview upon receipt of application

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 Manager, at 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

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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