

**beacon**  
arts centre

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

LIGHTING UP LIVES  
IN INVERCLYDE



# RECRUITMENT PACK

FRONT OF HOUSE SUPERVISOR

**NOVEMBER 2022**



# WHO ARE WE?

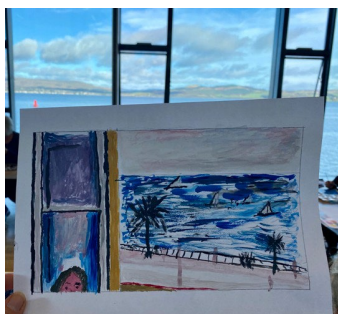
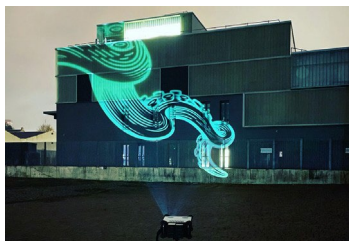
**beacon**  
arts centre

**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](mailto:info@beaconartscentre.co.uk)  
[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)



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

**beacon**  
arts centre

## 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.

---

### Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ  
T. 01475723723 E. [info@beaconartscentre.co.uk](mailto:info@beaconartscentre.co.uk)  
[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)



## ABOUT THE ROLE

# FRONT OF HOUSE SUPERVISOR

## 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 the comfort and Health & Safety of customers are always guaranteed. To promote and drive ancillary sales to attain the best possible income for the Beacon and be responsible for the reconciliation of all FOH sales.

## RESPONSIBILITIES

- To manage a team of FOH staff
- 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 brief and ensure that FOH staff comply with the Beacon Arts Centre's policies and codes of practice regarding Health & Safety, Access, and Equal Opportunities
- To manage and ensure that all staff members are trained in the theatre's evacuation procedures and fire drills including the use of the evac chair
- To ensure first aid cover for all performances and events
- 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
- Ensuring you are up to date with all performances and events, briefing FOH staff before all activities
- To carry out end of show checks and complete a performance show report
- Working with the Box Office and other team members to improve customer care for all patrons
- To organise monthly rotas for FOH staff ensuring all staff are up to date with any changes
- Identify poor performance and quickly tackle the issue – recognising and acknowledging good performance
- To deal with customer complaints effectively and appropriately in line with the company policy
- To undertake any additional tasks that may from time to time be required by the Director and General Manager.

---

### Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ  
T. 01475723723 E. [info@beaconartscentre.co.uk](mailto:info@beaconartscentre.co.uk)  
[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)



## PERSON SPECIFICATION

# FRONT OF HOUSE SUPERVISOR

## ESSENTIAL KNOWLEDGE, SKILLS AND EXPERIENCE

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

- Knowledge of current Health & Safety legislation and practice
- Minimum of 2 years' supervisory experience working in an arts or hospitality environment
- A willingness to work flexibly including frequent evenings and weekends
- Proven leadership & organisational skills
- Working knowledge of staff supervision
- Effective communication and interpersonal skills
- Ability to work well under pressure
- Confident dealing with customers face to face
- A positive, proactive, and flexible approach to your work with a high degree of personal accountability.

## REQUIREMENTS FOR THE JOB

- Ability to work with relevant IT packages particularly Office 365
- The post holder will be expected to support our vision and mission and live our values
- To work in accordance with the EDI policy of the Beacon
- Willingness to undertake training as and when identified for the effective performance of the duties of the post.
- First aid qualification
- Active interest in the arts

### Desirable

- Knowledge of Beacon Arts Centre

---

### Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ  
T. 01475723723 E. [info@beaconartscentre.co.uk](mailto:info@beaconartscentre.co.uk)  
[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)



# SUMMARY

## JOB TITLE

Front of House Supervisor

## RESPONSIBLE TO

General Manager

## CONTRACT

Permanent

## HOURS / OVERTIME

20 hours per week or an annualised hours contract of 1000 hours per year – average 20 hours per week – hours calculated on an hourly basis rather than daily or weekly and stipulated by the employer during the year – to be discussed further at interview.

## SALARY

£24,297 (pro rata)

## 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 Manager  
[recruitment@beaconartscentre.co.uk](mailto:recruitment@beaconartscentre.co.uk)

### ATTACHMENTS REQUIRED

1. A letter of application (one side A4 max)
2. CV (2 sides A4 max)
3. Name and contact details of 2 referees (referees will not be contacted prior to interview)
4. 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 Supervisor

### APPLICATION DEADLINE

Friday 2 December at 5pm

### INTERVIEWS

W/C Monday 12 December

### START DATE

January 2023

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.

## Beacon Arts Centre

Custom House Quay, Greenock PA15 1HJ  
T. 01475723723 E. [info@beaconartscentre.co.uk](mailto:info@beaconartscentre.co.uk)  
[www.beaconartscentre.co.uk](http://www.beaconartscentre.co.uk)

