

beacon
arts centre

www.beaconartscentre.co.uk

LIGHTING UP LIVES
IN INVERCLYDE



RECRUITMENT PACK

FRONT OF HOUSE & BOX OFFICE MANAGER

SEPTEMBER 2021



WHO ARE WE?

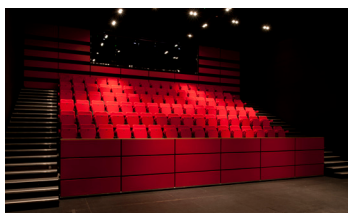
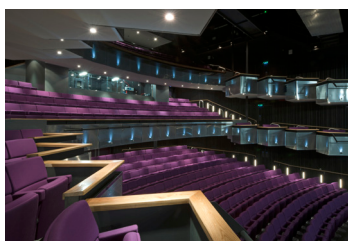
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We are the Beacon, a contemporary theatre and arts venue in the heart of Inverclyde... and a whole lot more besides.

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

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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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ABOUT THE ROLE

FRONT OF HOUSE & BOX OFFICE MANAGER

JOB PROFILE

The Front of House & Box office Manager is responsible for the management of both FOH and box office teams to ensure the care and wellbeing of all customers to the Beacon Arts Centre. This post would work closely with the General Manager to ensure the smooth running of both Front of House and Box Office operations. S/he will contribute to the ongoing strategic development of the Beacon Art Centre whilst maintaining our customer care ethic.

MAIN DUTIES

- Co-ordinate the efficient and effective day to day operations of the Box Office and that it operates in accordance with policy, procedure, marketing strategy and general good practice
- Ensure that Front of House and Box Office staff deliver the highest possible standard of customer service to patrons, visitors and building users ensuring a safe, clean, and secure environment for all patrons
- To manage a team of Front of House and Box Office staff
- Brief staff on show, sales and company information ensuring that the team have a good knowledge of all shows and events
- Organise staff cover by co ordinating rotas responding to sick leave and emergency staffing issues
- To ensure all staff training and development needs are identified and met, delivering training where required
- To manage the rota for Duty Management cover for all performances and events
- Day to day management of Spektrix
- Management and set up of all performances within Spektrix to given deadlines
- Send weekly sales report to producers
- To ensure that all staff members are trained in the theatre's evacuation procedures and fire drills including the use of the evac chair, health and safety policies and customer care

- To ensure compliance with all up to date Health & Safety polices ensuring that staff are aware of current legislation
- To ensure first aid cover for all performances and events
- To ensure the smooth running of all events and conferences throughout the building in conjunction with the General Manager; liaising with clients; meeting and greeting clients
- Ensuring that all health and safety policies are being adhered to by visitors.
- To support the organisations auxiliary sales and targets
- To support the organisations EDI and Access polices and the co-ordination of all accessible performances

GENERAL

- Ensure all staff training and development needs are identified and met, delivering training where required
- Ensure that all Box office and Front of House staff is fully up to date with GDPR and Safeguarding best practice and company policies
- Engage with 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 stay abreast of significant developments in related fields and to ensure this knowledge is disseminated as appropriate
- Be proactive in promoting the venue, its programme and facilities and work of Beacon Arts Centre
- To undertake any additional tasks that may from time to time be required by the General Manager and Director

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FRONT OF HOUSE & BOX OFFICE MANAGER

ESSENTIAL KNOWLEDGE, SKILLS AND EXPERIENCE

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

- Minimum of two years customer facing work experience
- An understanding of customer service and good customer care
- Working knowledge of staff supervision from absence management to training
- Excellent people and communication skills
- Ability to work well to tight deadlines and under pressure
- A team player who works well with colleagues
- A positive, proactive, and flexible approach to your work with a high degree of personal accountability

REQUIREMENTS FOR THE JOB

- Ability to learn and work with relevant IT packages particularly office 356
- To support the vision, mission and values of the Beacon supporting our ambitions and delivery of our programme and events
- To work in accordance with our EDI policy of the Beacon

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SUMMARY

JOB TITLE

Front of House & Box Office Manager

RESPONSIBLE TO

General Manager

RESPONSIBLE FOR

Box Office & Front of House

CONTRACT

Full time fixed term until 31 March 2021
with possible extension

HOURS / OVERTIME

37.5hrs per week

SALARY

£25,825

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

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)

EMAIL SUBJECT HEADING

Front of House & Box Office Manager

APPLICATION DEADLINE

Sunday 3 October 2021, 5pm

ONLINE INTERVIEWS

6 October with possible second interviews
on the 8 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

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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