

www.barnsleycivic.co.uk

THE
CiVIC
BARNLEY

RECRUITMENT PACK

FRONT OF HOUSE SUPERVISOR



THE CIVIC BARNSELEY

ABOUT US

The Civic is an ambitious and passionate organisation. We aim to reach as many people in our town, our borough and our region as possible through incredible performances, contemporary visual arts exhibitions and through our engagement work. We will utilise digital platforms to extend these ambitions nationally and internationally and to those who currently cannot attend The Civic locally.

The Civic Barnsley is entering its twelfth year of operations since it reopened in 2010. The future is looking optimistic, with a capital redevelopment plan underway which will help reshape and refocus the organisation. A new CEO started in September 2021, bringing a fresh, new vision and impetus to the organisation, which will look at developing new partnerships, securing new and additional funding and earned income streams and steering the capital development build through its realisation and into operation.

2021-2022 was a year of development for the organisation, which included a review of the artistic programme, creating synergies across the artistic output of the organisation from the theatre to the gallery and the education and outreach work, this will then be fully realised in year 2022-2023. This has already been successfully trailed in the No Boundaries work over the past year at the organisation. Additionally, the opportunities for earned income will be increased through venue hire, bar sales, events and the use of Mandela Gardens, which will help support diversifying and developing the artistic programme.

Throughout the financial year 2020-2021 The Civic was closed more than it was open which has proven difficult for the organisation to progress its plans across all its work and in particular the capital redevelopment. 2022-2023 will see rapid development in all areas, built on the work undertaken in 2021-2022.

We have adjusted our timelines for the delivery of our plans, which reframes them due to the pandemic. Our aim is to be a major destination for the people of Barnsley, the borough, South Yorkshire and beyond to enjoy the arts, cultural and creative activity. We will be a vital and essential part of our community and will work to build more links to schools, community groups and across nearby towns to develop these relationships. We will utilise Arts Council England's Let's Create strategy and embed the Investment Principals in our work, across the staff and the board teams.

We are exploring opportunities to increase our earned income, become more relevant and visible in Barnsley and the borough and encourage more people to utilise our building as artists, as community groups and audiences in our theatre and gallery. This is alongside our hires to groups for meetings and events.

The capital work at the Eldon Street end of the building will accelerate throughout 2022-2023 and will be near completion by the end of March 2023. This will open the original front door of The Civic and develop the whole front of the building to commercial and creative uses.

We will also develop our existing spaces, making it look and feel more like an arts centre and create a new space for artists to develop their work, alongside environmental actions to reduce our carbon usage and take us towards net zero.



CORE AIMS

The Civic is a contemporary arts centre positioned in the centre of Barnsley. It comprises a range of facilities including a 336-seat performance space and events venue, a contemporary design led gallery space, creative working spaces that can be utilised as meetings rooms, workshop spaces or business units for creative organisations and three currently unfinished floors which will form part of future capital redevelopment projects (post 2025-2026).

The Civic was created for its community as an asset and resource for them to enjoy, utilise and benefit from. All aspects of the venue are therefore underpinned by our charitable objectives.



Southpaw Dance Company: Speakeasy



Utopia Theatre: Here's What She Said to Me

OUR VISION

Our vision for the organisation is to be:

'A place for all to enjoy amazing cultural experiences'

We are fully committed to this vision and will embed the Arts Council England investment principles in our work and delivery:

> **Ambition & Quality**

> **Inclusivity & Relevance**

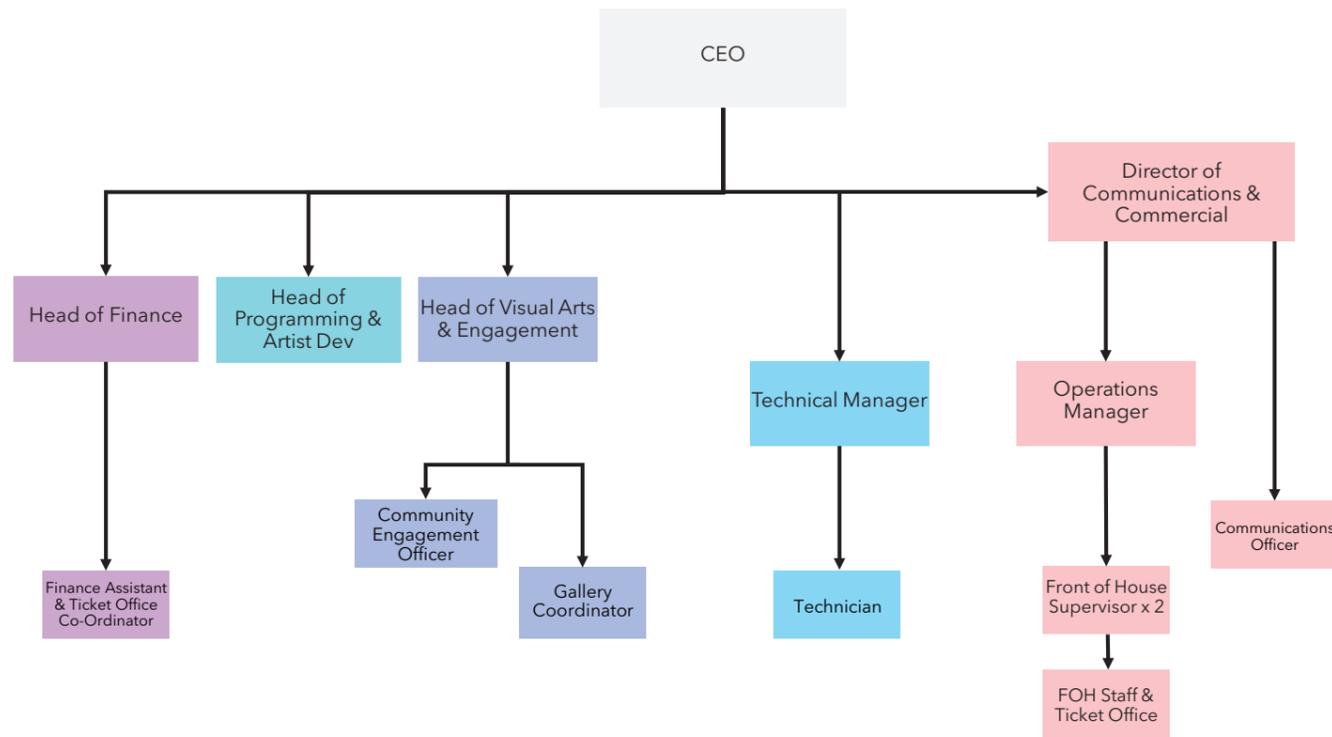
> **Dynamism**

> **Environmental Sustainability**

We have set the following objectives for 2022-2023 and beyond:

- To have developed our artistic programme across the theatre and gallery, attracting more audience members from a wider demographic and geographic reach.
- To fundamentally change the perception of the organisation and encourage more people into our building for meetings, chats and relaxing in our Panorama space overlooking Mandela Gardens, attending community groups which will be hosted in our building and as artists creating and developing work with us.
- To have strengthened our digital delivery strategy – attracting new and more audiences to the organisation's work.
- To be successfully delivering our audience development strategy to create stronger connections with the community, utilising audience segmentation models and our existing data to drive attendance.
- To fully review our relationships with existing, new and potential audiences and the citizens of the town and borough which will inform the marketing and business plans for the next 5 years.
- To be successfully delivering our commercial strategy – attracting more hires and increasing ancillary spend in the building.
- To be securing our long-term sustainability.
- To have a diverse set of Board members, who are representative of contemporary England and the local community coupled with the required expertise, which is ensuring that the Creative Case for Diversity is strengthened throughout our organisation.
- To be delivering the capital project, with continued fundraising to realise all our ambitions.

ORGANISATION CHART



JOB DESCRIPTION FOR: FRONT OF HOUSE SUPERVISOR

Responsible to:	Operations Manager
Responsible for:	Front of House Assistant and Casual staff
Liaison with:	(internal) Civic staff and casual staff. (external) Customers, suppliers, hire enquiries, maintenance companies, performing companies/ artists.
Salary:	up to £19,497 depending on experience
Working arrangements:	35 hours per week - full time evening and weekend work required

MAIN PURPOSE OF ROLE:

- To ensure effective management and delivery of services to visiting companies, customers and tenants ensuring the highest standard of customer service and care is always maintained.
- To act as the first point of contact for all customers and visitors to the building ensuring their needs are met in a friendly timely and efficient way at all times.
- To provide operational cover for the venue as part of a flexible rolling rota covering regular early mornings, evenings and weekends.

DUTIES & RESPONSIBILITIES:

COMMUNICATIONS

1. To be responsible for front of house for the performance and events programme ensuring a high standard of customer service is maintained and the casual workforce is deployed effectively and efficiently.
2. To ensure commercial hires are carried out in accordance with the Trust's terms and conditions of hire, operational policies and customer service standards, ensuring a high quality service is provided at all times.
3. To manage the recruitment, training and scheduling of the casual workforce to enable effective running of the venue.
4. To supervise the Front of House staff, ensuring they complete the duties expected of them.
5. To operate the Panorama bar to support performances and commercial hires making sure stock levels, cleanliness, hygiene and cash handling are effectively managed.

6. To be responsible for the setting up of meeting rooms and events spaces including all necessary equipment, refreshment provision and briefing the client on appropriate safety and building use information on arrival.
7. To provide regular Box Office and reception cover as required including:
 - Accurately recording and processing all ticket sales via the in house ticketing system, ensuring that all payments processed are handled and reconciled on a daily basis in line with company financial procedures
 - Managing all incoming calls efficiently for internal departments and tenanted units
 - Handling all public enquiries to the venue in an efficient and courteous manner in line with company standards and procedures.
8. To assist the Operations Manager in all aspects of security at the premises. This will include:
 - The intruder alarm system
 - The door access systems
 - The maintenance of the incident logging system
 - Opening and securing the building/acting as a key holder
 - Following the emergency evacuation procedure
 - Supervision of volunteers and additional security staff when required
9. To respond to alarm call outs in the case of an emergency, working with the contracted security firm to ensure out of hours breaches in security and fire systems are dealt with effectively.
10. To assist tenants, visiting companies and other building users with any matters relating to their occupation of the building and inform them of the operational policies and procedures in place that may impact on them and their activities
11. To assist tenants with any deliveries and dispatches of goods as required
12. To assist maintenance contractors when attending site directing them and providing access to the appropriate parts of the building as required.
13. To receive deliveries of bar and hospitality stock as and when required by Operations Manager, ensuring accurate checking of the deliveries and efficient stock put away.
14. To be responsible as part of the Operations team for the Health and Safety of all users of the building including completing regular building inspections and other duties as required by the Operations Manager.
15. To engage in training and development as and when required by the Operations Manager.
16. To uphold and comply with the organisations policies and procedures and the law in relation to health and safety, financial regulations, equal opportunities, data protection required for the effective and appropriate operation of the venue.
17. To undertake any other duties commensurate with the salary and level of responsibility of the post as directed by the Operations Manager.

EMPLOYEE SPECIFICATION FOR: FRONT OF HOUSE SUPERVISOR

Criteria	Essential (E)/ Desirable (D)
EXPERIENCE	
Previous experience in a customer service role	E
Previous experience of managing staff and volunteers	E
Previous experience of working in a Theatre or Events venue	D
SKILLS	
Outstanding customer care skills	E
Excellent communication skills	E
Strong team player	E
Good IT skills	E
Excellent time management and ability to work effectively under pressure	E
Experience of cash handling and reconciliation procedures	E
EDUCATION/QUALIFICATIONS	
First Aid Training	D
Fire Marshall Training	D
Personal Licence Holder	D
Customer service qualifications	D
Experience of using venue management/ hospitality booking software	D
ADDITIONAL FACTORS	
Willingness to work flexible hours including early mornings, evenings and weekends	E
A passion for the arts	D

IMPORTANT INFORMATION



Distances
from Barnsley
Sheffield 20mins
Leeds 25mins
Manchester 70mins

LOCATION

The Civic
Hanson Street
Barnsley
South Yorkshire
S70 1QA

SALARY

up to £19,497, dependent on experience and skills

WORKING PATTERN

35 hours a week – some evening and weekend work required

ANNUAL LEAVE

25 days plus an extra day off on your birthday

ADDITIONAL BENEFITS

Free theatre tickets
Free admission to Gallery exhibitions

EQUALITY

The Civic passionately believes in equality of opportunity. We encourage applications from every part of society and will strive to make any necessary adjustments for the successful candidate and interviewees.

Applications, including personal information, equal opportunities form and application to admin@barnsleycivic.co.uk

Maximum 2 sides of A4 in Ariel 11 point, using the information given to illustrate why you are the best person for this role and meet all the essential criteria.

Deadline: 12noon 11th April 2022

Interviews: 19th April 2022 in person at The Civic in Barnsley

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THE
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BARNSELY



Body Beautiful:
Diversity on the Catwalk
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