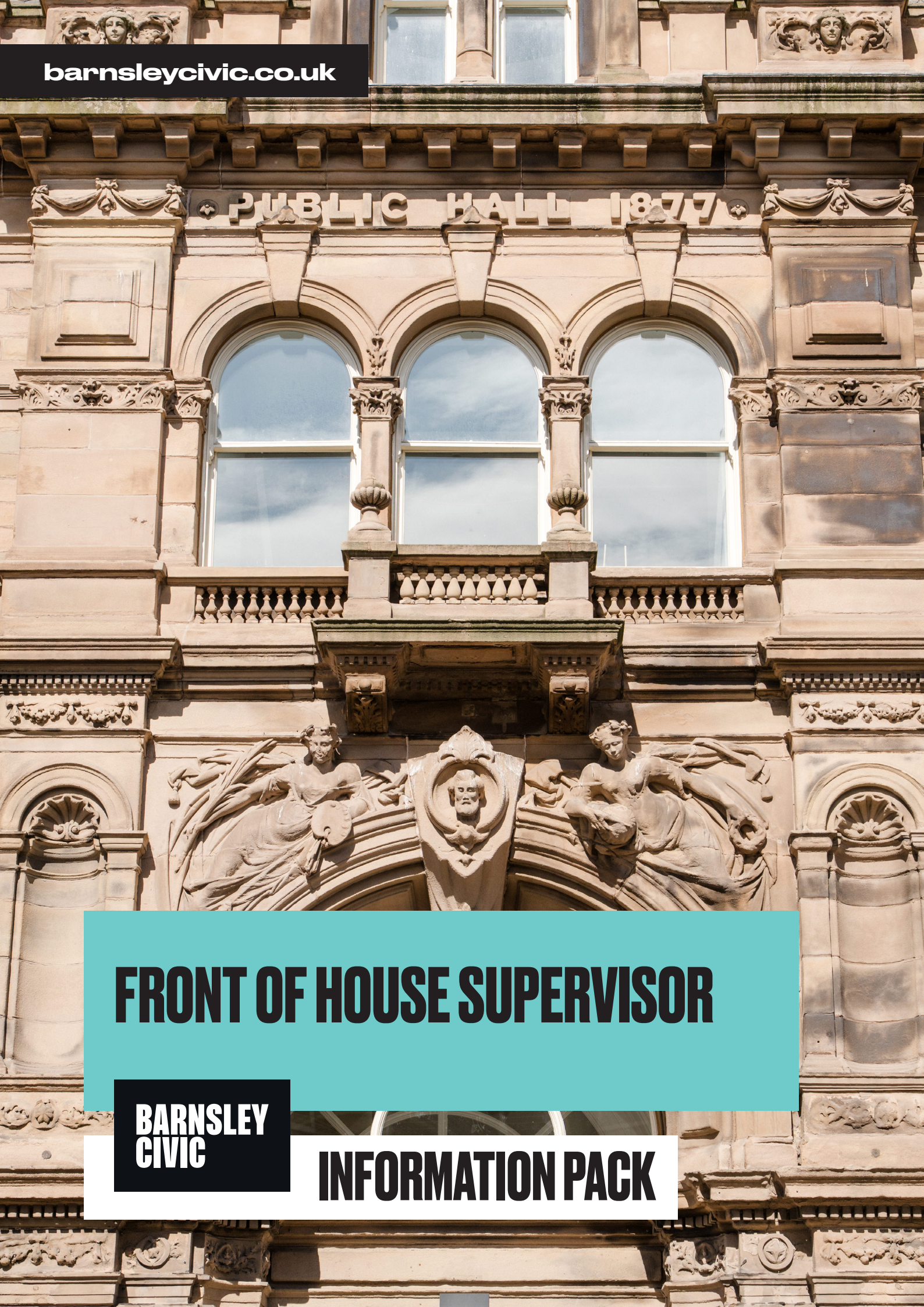


The image shows the front facade of a grand, multi-story building made of light-colored stone. At the top, there are decorative carvings of faces. Below them, a row of three large, arched windows is visible. Above the windows, the words "PUBLIC HALL 1877" are carved into the stone. Below the windows is a balcony with a decorative railing. At the bottom of the image, there is a large, ornate stone relief sculpture featuring three figures: a woman on the left, a central figure in a circular frame, and another woman on the right. The overall style is classical or Victorian.

barnsleycivic.co.uk

FRONT OF HOUSE SUPERVISOR

**BARNSLEY
CIVIC**

INFORMATION PACK



WELCOME

Thank you so much for your interest in Barnsley Civic.

Barnsley Civic is a regionally significant, contemporary arts centre in the heart of Barnsley town centre. With ambitious new leadership in place, and a growing cultural programme, this is a brilliant time to join our dynamic team.

We are a passionate and creative bunch. We believe in our shared cultural & social aims, and work hard together to deliver on them. Our collaborative team-led approach gives everyone a chance to shape what we do and how we do it.

In late 2024 we reopened our Eldon St entrance after more than 26 years, as part of a £2.5 million redevelopment project. As we prepare for our 150-year anniversary in 2027-28, a further £1 million+ capital investment will unlock more of our unique building, and we will be developing a wider and more diverse cultural programme; both inside and outside our historic walls.

In these challenging times, we are constantly seeking out new opportunities and new partnerships. The diversification of income streams goes hand-in-hand with an expansion of cultural ambition. Our optimistic vision for the future is that Barnsley Civic will play an ever-increasing role in the cultural and civic life of South Yorkshire, and the wider regional & national cultural landscape.

If you are looking for a new challenge, are ambitious for your own career, and want to be part of a positive & hopeful staff team, then please consider applying for this role. We look forward to hearing from you.





ABOUT US

We are a future-focused, contemporary arts centre positioned in the heart of Barnsley town centre.

Barnsley Civic is a large and diverse arts & cultural centre. Our 150-year old building is Grade II listed. Across four floors, and over 50,000+ square feet, our public spaces include an adaptable 400-seat assembly theatre, a 50-seat studio theatre, three large development spaces, contemporary exhibition spaces, a classes studio, bars and catering spaces, and a welcoming community space in our newly reopened frontage. Alongside these public rooms, the building also holds a range of different office spaces occupied by resident companies and artists.

As a receiving house we programme a rich variety of performance and visual arts, welcoming national and regional tours and touring art exhibitions. We host a broad mix of theatre, dance, family shows, gigs, comedy and entertainment.

Alongside external programming, we are expanding our in-house production capacity, with both solo and co-produced projects in development. Like all mixed-use arts buildings we also support a range of private hire events to cross-subsidise our artistic programme.

Both within our building and beyond, our in-house engagement team works with a wide range of community partners and educational institutions to bring creative activities to Barnsley communities. Core activities include Cross the Sky, a theatre company working with learning-disabled adults.

We also deliver a growing heritage engagement programme, with support from partners like Historic England. A productive partnership with local and regional government provides the additional resources needed to help us maximise the impact and reach of our creative engagement and cultural programme.

As an Arts Council England National Portfolio Organisation we are focused on supporting the development of the local and regional cultural ecosystem. Our artist support and development activity includes a diverse studio theatre programme of new works, and the provision of creation space for both visual and performing artists. As the most significant ACE-funded cultural building in our area, we host many associate and resident artists and companies, and act as a meeting place for the whole regional cultural sector.

A BIT ABOUT BARNSELEY

Barnsley is a welcoming, thriving, and vibrant location and is fast becoming one of Yorkshire's most exciting places to live, work visit and explore.



Living in Barnsley gives you the best of what South Yorkshire has to offer - bustling towns surrounded by incredible outdoor space, it's minutes from the M1 and has superb transport links (train/ bus/ road).

Sitting on the northeast edge of the Peak District National Park, Barnsley is perfect if you enjoy getting out and about.

With picturesque countryside, beautiful parks and gardens (Yorkshire Sculpture Park), stately homes, industrial heritage, nature reserves, the Trans Pennine Trail, galleries, a wealth of public art, and bustling historic markets, right on the doorstep, it has plenty to offer.

There are some fantastic places to set up a home. Like most of South Yorkshire, Barnsley is best known for its rugged stone-built terraced homes but the most popular properties in the area are three-bedroom semi-detached homes - outlining Barnsley's appeal to families.

And with new developments springing up, the town also offers its fair share of newer houses, as well as town centre apartments close to the station for commuters.

Barnsley town centre recently underwent a £220M transformation, bringing a brand-new retail and leisure complex, The Glass Works and a great day, evening and night-time offer. This is driving footfall and business and attracting visitors from across the region.

The town centre is also home to The Seam development, Barnsley's Digital Campus. An urban village will transform the two Digital Media Centres and the Barnsley College Sci-Tech Digital Hub and will be a testbed for innovative ideas, supporting the Barnsley economy to grow, with digital and smart tech at the heart of it.

Across the borough, investment continues, with several major schemes underway and more in the pipeline.

FRONT OF HOUSE SUPERVISOR

JOB DESCRIPTION AND PERSONAL SPECIFICATION

Salary:	£25,000 PA
Hours:	Full Time Role (35 hours per week)
Holidays:	26 days plus public holidays
Based at:	Barnsley Civic
Reporting to:	Operations Manager
Line Manages:	Casual FOH and box office staff

Overview of the role

To ensure effective management and delivery of services to customers and visiting companies, ensuring the highest standard of customer service and care is maintained.

To act as the first point of contact for all 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.

FOH SUPERVISOR

MAIN RESPONSIBILITIES AND DUTIES

- To be responsible for the Front of House during performances, and events programme, ensuring a high standard of customer service is maintained and the casual workforce is deployed effectively and efficiently.
- To ensure commercial hires are carried out in accordance with the terms and conditions of hire, operational policies, and customer service standards, ensuring a high-quality service is provided at all times.
- To supervise the casual FOH staff, ensuring they complete the duties expected of them.
- To operate the Panorama Bar to support performances and commercial hires, ensuring stock levels, cleanliness, hygiene, and cash handling are effectively managed.
- 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.
- To assist the Operations Manager in all aspects of security at the premises. This will include:
 - The maintenance of the incident logging system.
 - Following the emergency evacuation procedure.
 - Supervision of volunteers and additional security staff when required.
 - Reporting any issues that may occur during an event

MAIN RESPONSIBILITIES AND DUTIES

- 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.
- To receive deliveries of bar and hospitality stock as and when required by the F & B Manager, ensuring accurate checking of the deliveries and efficient stock put away.
- To be responsible as part of the Front of House 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.
- To engage in training and development as and when required by the Operations Manager.
- Undertake all the duties commensurate with the salary and level of responsibility of the post, as directed by the Operations Manager, and any additional responsibilities as directed.

FOH SUPERVISOR

SKILLS, EXPERTISE AND EXPERIENCE

Essential

Experience of customer service in a public-facing setting.

Excellent face-to-face communication skills.

Good verbal and written skills.

High level of numeracy.

Ability to work at a consistently high tempo.

Ability to manage workload and prioritise tasks.

Ability to lead a wider front of house team.

Desirable

Experience of work within the entertainment or hospitality sector.

Knowledge of using Microsoft Office suite, Adobe suite, WordPress etc.

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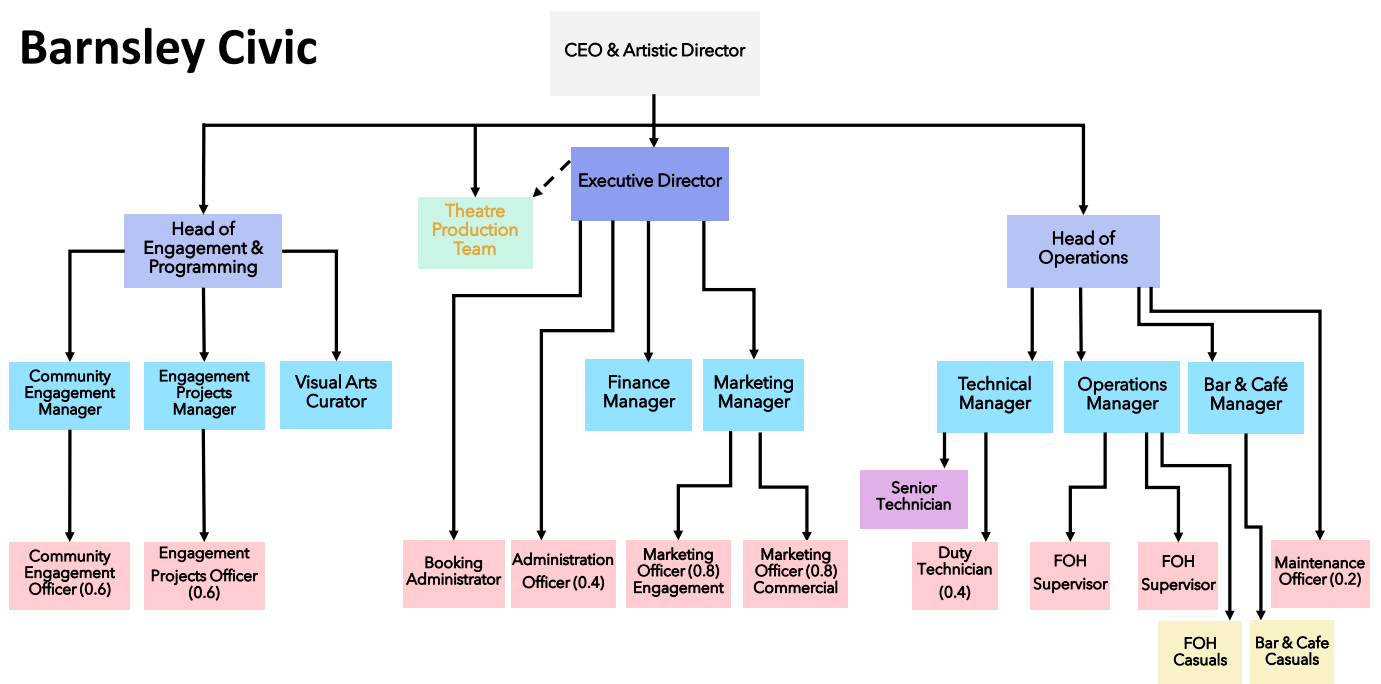
FOH SUPERVISOR

Diversity

Barnsley Civic welcomes applications from everyone regardless of age, gender, ethnicity, sexual orientation, faith, socio-economic background or disability. All appointments are made on merit, following a fair and transparent process. The organisation employs positive action where appropriate to ensure our staff team better reflects our audiences and communities.

Organisational Structure

Barnsley Civic



IMPORTANT INFORMATION

LOCATION

Barnsley Civic
Eldon Street
Barnsley
South Yorkshire
S70 2JL

EQUALITY

Barnsley Civic passionately believes in equality of opportunity and is firmly committed to encouraging equality, diversity, and inclusion throughout the cultural sector. We encourage applications from every part of society and will strive to make any necessary adjustments for the successful candidate and interviewees.

Reasonable expenses can be paid for travel or access requirements.

Distances from Barnsley

Sheffield	20mins
Leeds	25mins
Manchester	70mins



Submission Process

Submit your CV and cover letter outlining how your Skills, Knowledge and Experience meet the Job description and personal specification.

Provide two relevant professional referees we may contact.

Email: jobs@barnsleycivic.co.uk

Closing Date: 9am Monday 10th Aug

Interviews: w/c 17th Aug

If you have any questions about the role please email
TerriBullivant@barnsleycivic.co.uk



Supported using public funding by
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ENGLAND**



BARNSLEY
Metropolitan Borough Council