**CASUAL FRONT OF HOUSE/DUTY MANAGERS**

**CLOSING DATE FOR APPLICATIONS: Friday 8th February 2019**

**About the North Wall**

The North Wall is an arts centre in Oxford established in 2006 to provide opportunities for artists, the public and young people to make and experience theatre and art of the highest quality. The North Wall is situated in the grounds of St Edward’s School; the School is the venue’s principal sponsor.

The North Wall has built a nationally-recognised reputation for its innovative work and emphasis on new writing. Since inception, it has programmed over 195 new plays, including debut plays of 32 new writers, and produced or co-produced 12 new productions.

The award-winning venue, includes a fully flexible theatre/performance space, a smaller studio/rehearsal space, a dance studio and a gallery.

**About the Role**

Successful applicants will act as Duty Manager for the North Wall during shifts, and will be responsible for the safety and security of the building and its occupants. Core duties include manning the box office at all times when on duty, and acting as Front of House Manager during events and performances in the theatre, gallery and studios. Cover for administrative and marketing support during shifts may also occasionally be required, and successful applicants may also be asked to provide emergency cover.

**Main Duties and Responsibilities**

Reporting in the first instance to the North Wall Front of House Manager, the requirements of the role are:

**Box Office and Reception**

* Opening and staffing the North Wall’s box office in the absence of the Front of House Manager, during normal opening hours
* Dealing with customers and acting as a point of contact – in person, by telephone and by email
* Using the North Wall’s Ticketsolve box office system to sell tickets, manage customer records and run reports as needed
* Cash handling and cashing up procedures
* Overseeing public exhibitions in the North Wall Gallery space
* Taking responsibility for security in the building, including lock-up procedures at night
* Selling tickets for the Christmas show, using the Spektrix box office system (autumn only)

**Front of House / Duty Manager**

* Taking charge of the theatre, and providing a presence in the foyer when on duty
* Keeping all Front of House areas clean and tidy
* Providing high standard of customer care to all users of and visitors to the building
* Being familiar with building alarms, equipment and evacuation procedures (leading a building evacuation if necessary)
* Acting as the designated First Aider whenever on duty (training will be provided, if necessary)
* Cash handling and cashing up procedures
* Securing the building at the end of a shift

**During Events and Performances:**

In addition to the above duties:

* Manning the box office, including door sales, ticket collection and merchandise sales
* Carrying out all pre-show checks, ensuring exit routes are clear, the auditorium is clean and tidy and seats are appropriately numbered
* Setting up of bar, maintaining stock levels, bar sales, floats and cashing up
* Supervising and briefing volunteer ushers
* Dealing with event or project publicity and promotion as directed by the Programme and Marketing Manager
* Completing the Event Report sheet for each performance

**Start date**

We would like the successful applicants to start work as soon as possible.

**Hours of work**

These are casual part-time positions, with no core hours. Hours will be scheduled ~~in~~ with the post-holder in advance although, in view of the intention to provide emergency cover for staff absence, some additional hours may be requested at short notice, depending on the post-holder’s availability. Regular weekend and evening working is highly likely. A flexible approach is essential as hours will vary on a week to week basis.

**Salary**

£9.50 per hour for all hours worked, including during training.

**Holiday**

You will receive holiday pay at the end of each term, based on the number of hours worked. Your entitlement to holiday pay is 5.6 weeks a year, pro rata to hours worked.

**Sickness benefit**

There is no entitlement to sickness benefit, except for Statutory Sick Pay, which will be paid if the qualifying conditions are met.

**Miscellaneous**

* Free lunches are available during times when the School’s kitchens are in operation
* Car parking is available on-site although this is not a contractual entitlement.

**Confidentiality and Data Protection**

In the course of their employment, staff may have access to confidential information relating to pupils, their families and other members of staff and are required to exercise due consideration in the way such information is used. Staff should not act in any way which might be prejudicial to the School’s interests.  Information which may be included in the category covers both the general business of the School and information regarding specific individuals.  A strict code of confidentiality must be adhered to at all times and staff must not use data held by the School for personal use or disclose such data to a third person/party without appropriate authorisation. All staff must take personal responsibility to help ensure compliance with the requirements of the General Data Protection Regulation (GDPR) and the School’s Privacy Notice for Staff.

**Child Protection at St Edward’s**

The North Wall is owned by St Edward’s School and we are committed to safeguarding and promoting the welfare of children and young people. We aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the school must receive enhanced clearance from the Disclosure & Barring Service.

**Health and Safety**

Under the Health & Safety at Work Act 1974 all staff must take reasonable care of their own health and safety and of others who may be affected by their actions or omissions at work and must comply with the School in its understanding of any relevant statutory provision. Staff must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

**About the Selection Process**

Those candidates whose applications we are pursuing will be contacted shortly after the closing date and invited to interview. At this stage we will take up references unless the candidate explicitly asks us not to contact a referee.

The formal interview will involve meetings with various colleagues and will seek to assess how well the candidate meets the requirements of the post, and will include an assessment of the candidate’s suitability to work with children.

Candidates will be asked to bring with them to interview any certificates relating to qualifications mentioned on the application form and identity and proof of address documents. Any discrepancies or anomalies in the application form will be taken up at interview. As part of the verification process, a candidate’s present and past employers may be contacted, whether or not their name is given as a referee.

If you would like further information about this post, please contact Sherrell Perkin, General Manager, preferably by email: perkins@thenorthwall.com

Application forms can be found on the School website: [www.stedwardsoxford.org](http://www.stedwardsoxford.org). Completed forms should be emailed to recruitment@stedwardsoxford.org or posted to Recruitment, St Edward’s School, Oxford OX2 7NN.

Closing date for applications is 5pm on Friday 8th February 2019.