

# THE PLACE

## FRONT OF HOUSE ASSISTANT CANDIDATE PACK JULY 2022



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# OUR MISSION

**Our vision is**

**A WORLD WITH MORE DANCE**

**Our mission is**

**POWERING IMAGINATION THROUGH DANCE**

We do this by fostering a learning culture which promotes innovation, and critical thinking; by developing dance opportunities beyond our walls which span a lifetime and by creating experiences through dance that make us more alive.



# ABOUT THE PLACE

The Place, London's creative powerhouse for dance development, has been leading the way in dance training, creation and performance for over 50 years. In a changing landscape, our mission for the future remains steadfast: we are powering imagination through dance, championing new ideas, embracing risks and creating optimal conditions for dance artists and enthusiasts to realise their full potential.

The Place offers intensive education and training through London Contemporary Dance School; a busy programme of boundary-pushing performances in our theatre supported by innovative audience development activities; an extensive professional artist development programme; a growing producing and touring house; and learning and participation opportunities for all ages and skill levels. The commitment to artistic development underpins a portfolio of residency, workshop, training and commissioning projects for professional artists from the UK and the rest of the world. Our reputation in the field of contemporary dance reaches beyond the borders of the UK.

As a pioneering dance organisation, we are committed to creating exciting dance experiences for everybody, offering a diverse and dynamic theatre programme for audiences, supporting artists and dance makers and giving young people access to the highest quality opportunities to transform their lives with dance.

The Place is involved in the entire lifecycle of dance –from education and training to the creative process that leads to new ideas and conception of new work, through to its creation, production and performance. We do this in pursuit of our vision of a world with more dance.



# OUR VALUES

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## UNLOCKING POTENTIAL

We seek talent and passion in everyone and offer the space and opportunities for them to develop their best work.

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## TAKING RISKS

Being bold and confident, trial and error and embracing processes as well as result is what drives our art-form forwards.

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## EQUALITY

We champion new paradigms and empower all to own their crafts, opinions and leadership potential.

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## ACTIVISM

Our work reflects the urgent issues of our time, is relevant and impactful.

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## ENTREPRENEURSHIP

We seek opportunities that push boundary of the art-form whilst creating a resilient future for the arts.



# VISITOR SERVICES AT THE PLACE

The Place is London's boldest dance theatre and studio space. We have a regular programme of dance theatre, classes, courses and external hires.

We present a year-round theatre and participatory programme of the best in contemporary dance from Britain and around the world, from emerging companies to internationally acclaimed and established artists.

Our Visitor Services department is comprised of a variety of different roles and many of our casual staff perform multiple roles. The roles are Building Duty Manager, Theatre Duty Manager, Reception staff, Box Office Staff, Bar Supervisor and Front of House Assistant.

Our team is the first point of contact for all visitors to The Place. We provide a welcoming and efficient environment and are responsible for visitor satisfaction, answering any enquiries and dealing with all box office and front of house sales. We also keep our visitors safe during their visits and each role takes on specific responsibilities during evacuations, invacuations and first aid incidents.



# JOB OVERVIEW

## PURPOSE

Our Visitor Services department is comprised of a variety of different roles and many of our casual staff perform multiple roles. The roles are Building Duty Manager, Theatre Duty Manager, Reception staff, Box Office Staff, Bar Supervisor and Front of House Assistant.

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### JOB TITLE

Front of House Assistant

### ACCOUNTABLE TO

Assistant Front of House Manager and Duty Managers



# KEY RESPONSIBILITIES

## CUSTOMER WELCOME

- Smile, keep an upbeat and friendly attitude, engaging in conversation with customers. In doing so, keep an up to date knowledge of our programme and be able to discuss this
- Under the leadership of the Duty Manager and Bar Supervisor ensure that you and the Front of House areas are always presentable and welcoming
- Ensure that our audience feel welcome to participate and engage with our programme; that all feedback will be considered and is worthwhile.

## BAR SERVICE

- Assist the bar Supervisor with the setup, maintenance and pack down of the Theatre Bar
- Be confident and accurate with cash handling and the operation our till system, currently ICR Touch
- Process customer orders promptly and efficiently
- Confidently answer customer queries about our range of drinks and snacks
- Perform effective stock rotation and alert the Bar Supervisor when stocks are low
- Maintain the organisation of our stock rooms, fridges and display areas
- Comply with health and safety legislation such as Challenge 25 and Safe Hygiene standards

## THEATRE RESPONSIBILITIES

- Greet and direct our audiences warmly whilst accurately checking ticket information
- Maintain the cleanliness of the front of house spaces
- Provide for the welfare of the audience when attending performances including keeping exit routes clear, spotting unsettled audience members and preventing the use of mobile devices
- Have a thorough, demonstrable knowledge of The Place's evacuation procedure

This list represents the main duties of this role but is not exhaustive. Other duties that may be reasonably required from the Line Manager may also be requested, including extra Covid-19 safety precautions that may be implemented as needed. Full training will be given.



# PERSON SPECIFICATION

## ESSENTIAL

## DESIRABLE

<b>KNOWLEDGE</b>	<ul style="list-style-type: none"> <li>• Understanding of health and safety</li> <li>• Knowledge and enthusiasm for arts</li> </ul>	<ul style="list-style-type: none"> <li>• Understanding of evacuation, alcohol sales and health and safety policies</li> <li>• Knowledge and enthusiasm for contemporary dance</li> </ul>
<b>SKILLS</b>	<ul style="list-style-type: none"> <li>• Cash handling and competence with mental arithmetic</li> <li>• Excellent communications skills</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to use ICR Touch, Spektrix and/or Artifax systems</li> <li>• Experience of Office 365</li> </ul>
<b>EXPERIENCE &amp; QUALIFICATIONS</b>	<ul style="list-style-type: none"> <li>• Experience of working within a customer focussed environment</li> <li>• Experience of using POS systems, ticketing software and/or space booking software</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working within a theatre or studio hire space</li> <li>• Experience of reconciliation and stock taking</li> <li>• Experience of evacuation, alcohol sales and health and safety policies</li> <li>• Experience of leading teams</li> <li>• Experience of troubleshooting or problem solving in a customer focused environment</li> <li>• Experience of working in a time sensitive bar environment</li> </ul>
<b>ATTRIBUTES &amp; PERSONAL CHARACTERISTICS</b>	<ul style="list-style-type: none"> <li>• Aged 18 years or older in order to be able to serve alcohol without supervision</li> <li>• Friendly and approachable individual</li> <li>• Ability to work under pressure</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to undertake solo working</li> <li>• Ability to troubleshoot or problem solve in a customer-focused environment</li> <li>• Knowledge and enthusiasm for contemporary dance</li> </ul>

# RATE OF PAY & CONTRACT TERMS

## RATE OF PAY

This post is paid at £9.50 per hour.

Salaries are reviewed in August each year when any cost-of-living increases are made and there is a pay review pending for this post as part of The Place's commitment to paying the London Living Wage.

This rate does not include Holiday Pay, which is paid separately, on top of this basic rate. Holiday Pay is calculated based on your average weekly earnings (over 52 weeks where available) and a statutory holiday allowance of 5.6 weeks per annum. Holiday Pay is paid termly (every 4 months) whereby the period Aug-Nov will be paid in Dec; Dec-Mar will be paid in Apr; Apr-Jul will be paid in Aug.

## CONTRACT TERMS

The Visitor Services team works across the building 7 days a week and candidates must be prepared to work evenings and weekends.

Shifts are assigned on a monthly rota, and we operate a minimum shift call time of 3-hours.

All applicants must be available to work during the academic holidays.

We will endeavour to confirm the rota one month in advance, although additional shifts may be negotiated within this period.

Shift frequency varies from month-to-month and there may be times with far fewer shifts available across the team, for example during the summer. Extended time away from the role can also be negotiated.

## TRAINING

The Visitor Services Team is obliged to attend training sessions throughout the year.

Shifts may be withheld if staff do not keep up to date with training.

We also offer on shift training and team members are encouraged to ask for refresher sessions.

# APPLICATIONS & INTERVIEWS

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## HOW TO APPLY

Completed application forms should be submitted to [jobs@theplace.org.uk](mailto:jobs@theplace.org.uk). You can download the application form for this role from our website. We do not accept CVs.

If you would find it more accessible to complete this application in a different format, video applications of up to 5-minutes in length would be welcomed.

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## INTERVIEWS

Applicants are encouraged to apply as soon as possible and interviews for appropriate candidates will be offered at the earliest convenience.







# EQUAL OPPORTUNITIES

The Place is committed to equality, diversity, anti-racism, and anti-ableism and welcomes applications from all sections of the community. Disabled candidates and those from ethnically diverse backgrounds who meet the essential criteria for a role will be guaranteed an interview as they are underrepresented in our workforce.

The Place is an equal opportunities employer and has an Equality and Diversity Plan aimed at improving the diversity of its workforce. To ensure the effectiveness of this policy and to assist in its development, we monitor all applications for employment. To this end, and in accordance with our Equal Opportunities Policy, we ask that each applicant completes our monitoring form, this can be accessed [here](#). Monitoring information is collected and processed securely and separately to applications. If you do not wish to disclose this information, please return a blank monitoring form.

The Place is keen to ensure everyone applying for employment has an equal experience when attending an interview. Should you have any queries about, or wish to make us aware of, any support required to attend an interview or to work at The Place or if you would like this pack in alternative format, please contact Laura Naldrett or Richard Lawrence-Allen in the HR Team who will be happy to arrange this for you by emailing [hr@theplace.org.uk](mailto:hr@theplace.org.uk).

Unfortunately, due to the number we receive, we are unable to respond to all applications; however, we will offer feedback to those who are shortlisted for interview. Thank you for your interest in The Place.

## PHOTO CREDITS

Front Cover: Dadders by Frauke Requardt and Daniel Oliver | 2021 | Photo by Zoe Manders  
Pages 3 and 12: Dance No. 2 by Sivan Rubinstein | 2021 | Photos by Bar Alon  
Page 4: LCDS Graduation Show by Rachel Young | 2018 | Photo by Camilla Green  
Page 5: LCDS Student Work by Angelina Gorgaeva and Renzo Allen | 2019 | Photo by Camilla Greenwell  
Page 6: LCDS - An Evening of Dance | 2019 | Photo by Rocio Chacon  
Page 10: StartinPoint Commission Performance | 2018 | Photo by The Duke LDN  
Page 11: LCDS - An Evening of Dance | 2019 | Photo by Rocio Chacon  
Back Cover: LCDS Student Work by Theo Clinkard | 2018 | Photo by Camilla Greenwell