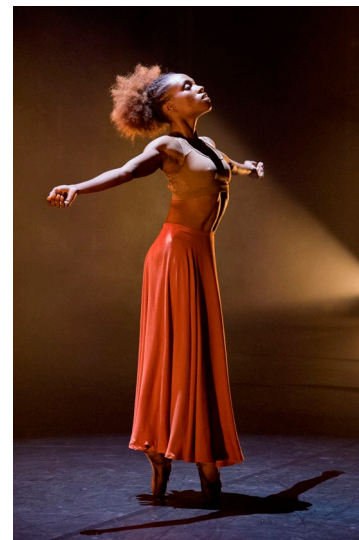




THE
GRANGE FESTIVAL



FRONT OF HOUSE
MANAGER



FRONT OF HOUSE MANAGER

KEY INFORMATION

Salary	£150 per performance day
Hours	14.00 to 22.30 each performance day with occasional earlier and later starts.
Location	The Grange, Northington, SO24 9TG
Deadline	17:30 on Wednesday 15 February
Interviews	Week commencing Monday 27 February

If you would like an informal conversation about the role please contact Annabel Ross annabel@thegrangefestival.co.uk

To apply please send your CV and a short covering letter to kimberley.munroe@thegrangefestival.co.uk

THE FESTIVAL

The Grange Festival is a country house opera and dance festival located in Hampshire. The Grange Festival has established a strong international reputation, drawing audiences from around the world for a summer season of opera and dance. Alongside this is a considered programme of outreach and education work based on research into current needs.

The award-winning theatre is set within a scheduled historic monument, which together with the Arcadian valley landscape setting, gives the Festival its unique atmosphere. The company is young and growing with passionate and lively staff.

SUMMARY

The Grange Festival are looking for an enthusiastic Front of House Manager to work at The Grange Festival 2023. Based at The Grange, Northington, you will be responsible for overseeing the customers experience and managing a small team.

The ideal candidate will live locally to The Grange (within 20 miles).

The post reports in the first instance to The Grange Festival COO, and thereafter to the Artistic Director. Relates to all Grange Festival staff, Volunteers, support staff and visiting schools, visiting theatre/dance/jazz companies and members of the public.

The Grange Festival is committed to implementing the principles of equality, diversity, inclusion and anti-racism throughout our work. We ask all colleagues to have a personal commitment to this too. As part of this commitment we are striving for a more representative workforce and encourage applications from groups who are under-represented in the UK arts industry; particularly those from Black, Asian and Ethnic Minority backgrounds, from lower socio-economic statuses, d/Deaf and Disabled applicants, and those from the LGBTQIA+ community.

FRONT OF HOUSE MANAGER

JOB SUMMARY

- The FOH Manager has responsibility for front of house operations at The Grange Festival. The post holder will take specific responsibility for managing and scheduling the front of house staff, volunteers and car park staff.
- The role requires working regularly at weekends and in the evenings during the Festival period.
- Manning The Grange Festival's box office during performance times including the interval.
- Overall responsibility for managing The Grange Festival's front of house staff, volunteers, including recruitment; training; managing all communications and event sign-ups and ensuring that legally acceptable numbers of staff are always in place for each performance.
- During performances:
- In ultimate charge of the theatre and audience, and providing a presence in the box office when on duty including acting as the designated First Aider whenever on duty (training will be provided, if necessary).
- Being fully familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation at the interval of each dress rehearsal.
- Managing front of house volunteers, assigning roles and responsibilities at the start of each shift.
- Overseeing movement of audiences in and out of the theatre, making all necessary announcements to ensure that all parts of an event run smoothly.
- Ensuring that the theatre is left clean and tidy, locked and secure after each performance.
- The hours of work will be from 14.00 to 22.30 each performance day with occasional earlier and later starts.

SKILLS AND EXPERIENCE

- Enthusiasm, motivation, good humour, and a positive, can-do attitude
- A calm, capable and unflappable manner when dealing with busy events and members of the public and ability to take charge, lead and manage situations involving many different people
- The ability to work well as part of a team, but also to use initiative and to work autonomously, as necessary
- A strong commitment to customer care, and a desire to give the audience the very best experience
- A personal interest in the arts and understanding of the ideals and goals of an arts organisation.
- Experience working in a busy public-facing role
- Experience working in a theatre front of house role is desirable but not essential
- Commitment to the protection of children and young people
- Willingness to work within the Festival's Child Protection guidance for staff and follow relevant organisational procedures

IMPORTANT DATES

- The start date is Monday 29 May, and the final performance is the Sunday 2 July.
- First Aid training before 29 May, if not already qualified.
- Please be available for training days in May 2023.
- Dates required as Front of House Manager at the Festival:
5, 6, 7, 8, 9, 10, 16, 17, 18, 21, 22, 23, 24, 25, 28, 29, 30 June, 1, 2 July. Plus training days and organising staff rotas.