

## Front of House Coordinator (Casual)

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As and when required but will include evenings and weekends. Salary £14 per hour.

An opportunity for the right person to work in a thriving creative environment providing excellent customer service.

The post holder will contribute to ensuring the safety and comfort of our visitors to our theatre and rural touring venues.

### The Job

Front of House Coordinator is responsible for ensuring the Gaiety Theatre provides a first class customer service through being in charge of the smooth running of the Front of House when on shift during show times in the studio, main theatre & at out touring venues and to effectively manage the FoH volunteers to support the activity of the wider team. Success means:

- Exceeding customer expectations by providing a safe, comfortable and enjoyable experience for all patrons.
- Ensuring the safe evacuation of the FoH areas of the building in the event of an emergency, liaising with emergency services as required.
- Providing a safe and enjoyable working environment for the FoH volunteers and monitor of performance thereof.
- FoH delivery working efficiently and consistently.
- All areas of FoH being clean, safe, well signposted and generally fit for use.
- Compliance with all health & safety policies and procedures of the venue.
- Overseeing the reconciliation of all monies at the end of a shift.
- Dealing with customer complaints quickly, confidently, effectively and appropriately.

### Key tasks

<b>Front of House Management</b>	Ensuring FoH area is ready and properly set up for the performance/event. Liaison with Production company/Promoter/tech team to obtain FoH information regarding the performance/event Provide FoH team with full show briefing at start of shift Liaison external security team as required
<b>Environment &amp; recycling</b>	Ensuring FoH staff and patrons are encouraged to engage with our recycling procedures.
<b>Sales &amp; Stock Control</b>	Assisting FoH team to maximise sales at kiosk and merchandise by ensuring sufficient stock in place, stock control procedures and followed. Ensuring cash handling procedures and reconciliation and followed.

## Safety

Leading on ensuring all FoH areas of the building are safe and ready to open at required time. Acting as one of the key team members with a Health and Safety role in terms of first aid and evacuation as required.

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## Key Objectives

<b>FoH Areas</b>	All FoH areas are clean, tidy and safe for use for every performance/event
<b>Customer Service</b>	Decreasing level of customer complaints regarding FoH experience
<b>Volunteers</b>	Increased confidence and feedback from volunteer team
<b>Recycling</b>	Increased recycling of rubbish at the end of each shift
<b>Sales &amp; Stock Control</b>	Increased sales and accurate stock control and financial reconciliation

## Personal specification

We are looking for someone who has great customer service skills and experience of working in a fast-paced environment (preferably an arts venue but not essential).

You should have experience of leading a team of volunteers/staff and have ability to provide training to staff team.

Must be able to think on your feet and problem solve effectively & efficiently.

You should have good knowledge of health and safety and what it takes to provide patrons with a create customer experience.

## The organisation

Ayr Gaiety Partnership is the charity and social enterprise that runs The Gaiety Theatre and an increasing range of producing, touring and creative engagement activity. While the theatre itself is 120 years old, the organization has been going a little over a decade – reopening the theatre ten years ago. The organization sprang originally from the Ayr based Borderline Theatre Company and individuals in the local community. We have always aspired to be much more than just a theatre building, with community-based activity very much part of what we do.

This is an exciting time to join the organization. Over the last few months we have restarted the successful live programme on our main stage, after the long gap caused by the pandemic. We have also relaunch out Gaiety on Tour & creative engagement programmes.

## Application process

Please apply with cv and covering letter, by email to the Executive Director, Janice Gilmour, [recruitment@ayrgaiety.co.uk](mailto:recruitment@ayrgaiety.co.uk) by Friday 1 August. We hope to hold interviews in the following

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week. If you'd like to discuss the post, please contact Executive Director, Janice Gilmour – email: [Janice.gilmour@ayrgaiety.co.uk](mailto:Janice.gilmour@ayrgaiety.co.uk) to arrange a phone call.

We believe that having people with different experience and interests makes a vibrant work place. So we welcome applications from people of all backgrounds. And we are of course an Equal Opportunities employer. (So we also ask you to complete and return an equal opportunities form.)