

Job Description - Front Of House Team (Core Steward)

This role would be part of a team who is responsible for ensuring the safety of audiences and the smooth operation of events at Guiseley Theatre. A Core steward will work with our volunteers and Front of house manager to create a welcoming, enjoyable and safe environment to welcome audiences.

Guiseley Theatre has a thriving programme of events, seeing hundreds of audience members experience live theatre, music, sport and comedy every Friday, Saturday and Sunday. We are looking to build a pool of Core Stewards to assist the Front of House manager in the safe running of these events. A Core steward will be equipped with the skills to step in to any role in the front of house team, including behind the bar, public facing, ticket scanning, assisting audience members and assisting in emergency situations.

Job Title: Front of House team (or 'Core Steward')
 Hours Per Week: Zero hours contract, hours will be allocated, as required, usually Friday - Sunday, Flexible.
 Rate of Pay: £12 Per Hour
 Employment Type: Employed
 Reporting to: The Front of House Manager and Guiseley Theatre CIC Management

Timeline

Applications open: 1st December 2024
 Applications close: 20th December 2024
 Interviews: w/c 7th January 2024
 Start of employment: w/c 13th January 2024

Key Responsibilities:

- **Maintain a Safe Environment:** Ensure the safety and wellbeing of all audience members during events, including assisting in emergency evacuations.
- **Create a Welcoming Atmosphere:** Work alongside the Front of House team to provide excellent customer service and a warm, welcoming environment.
- **Team Collaboration:** Work closely with volunteers and other staff to ensure smooth event operations.
- **Audience Management:** Address unruly behaviour calmly and efficiently, providing support to ensure a safe, enjoyable experience for all guests.
- **First Aid and Emergency Support:** Administer first aid when necessary, and assist with crowd management and evacuation procedures in emergency situations.
- **Event Support:** Assist with the setup, breakdown, and clearing of events, as well as stocking and serving at the Theatre bar.
- **Ticket Scanning & Bag Checks:** Ensure smooth audience entry by scanning tickets and performing bag checks as required.
- **Physical Duties:** Lift, shift, and arrange furniture and stock as part of event preparation and teardown.

Applicants must:

- Be willing to work unsociable hours including evenings and weekends
- Be over 18 years of age
- Be in good physical health (manual work required)
- Be confident and assertive
- Adhere to Guiseley Theatre CIC policies
- Treat all volunteers and audience members with dignity and respect

Desirable (But Not Essential) Skills & Qualifications:

- Personal License
- Valid First Aid certificate (training will be provided if necessary)
- Experience working in customer service or hospitality (even if minimal)
- Ability to stay calm under pressure or in emergency situations
- Strong communication skills

Successful applicants will be trained (at no cost to the employee) in:

- First aid
- Fire Marshal
- Conflict Management
- Personal License

Why Work at Guiseley Theatre

At Guiseley Theatre, we believe in the power of live performance to bring people together and create lasting memories. As a member of our Front of House team, you'll be at the heart of a vibrant, creative community, helping to foster a welcoming and inclusive environment for our diverse audiences. Working alongside a passionate and supportive team, you'll have the opportunity to contribute to the success of a wide variety of live events, from theatre productions to music, comedy, and community activities. This role offers flexible working hours and provides a chance to develop invaluable skills in customer service, event coordination, and audience safety, all while playing an important part in making the theatre experience truly special for every visitor.

All applications should be submitted via the online form at www.guiseleytheatre.org/joinus detailing your contact details, two references and upload of your CV.

If you require further information, please do not hesitate to contact Jacob Phillips, Managing Director of Guiseley Theatre at jacob@guiseleytheatre.org