

**BELFAST  
INTERNATIONAL  
ARTS  
FESTIVAL**



## **Belfast International Arts Festival Front of House Managers Register (casual/temporary)**

Reflecting a changing, exciting and culturally vibrant city and the continuing evolution of creative practice from around the world, the 56<sup>th</sup> annual Belfast International Arts Festival will take place from 16 October – 3 November 2018, with more than 125 events at 28 venues across the city, featuring artists and performers from home and abroad for a world class programme of theatre, performance art, visual art, dance and music.

To support the smooth running of these events, we are seeking to create a register of freelance Front of House Managers to take on casual work at some of our venues.

### **Role:**

The FOHM will have direct contact with the audience, volunteers, performers and artists, it is therefore essential to have first class communication and customer care skills in order to represent the organisation in a professional manner, whilst also ensuring a safe and pleasant experience for patrons.

### **Key Responsibilities:**

This is an outline of responsibilities/duties, and should not be seen as a complete and specific list.

- Open and close/secure sites/venues
- Complete health and safety checks to manage and ensure visitor and performer safety
- Complete and return forms for the purpose of FOH reporting, data collection, etc
- Record accidents/incidents
- Lead pre, and post, event staff and volunteer briefings
- Allocate duties to a small team of volunteer stewards, briefing and managing them accordingly
- Oversee box office staff
- Host guests and resolve customer queries
- Manage waiting lists and latecomers
- Ensure events start on time
- Give announcements
- Liaise with the Programme and Operations Manager on health, safety and evacuation procedures
- Attend training sessions and meetings as required

This is an outline of the principle responsibilities/duties, and should not be seen as a complete and specific list

**Hours:** This is a seasonal role during the period of the annual Festival from 16 October to 3 November 2018. Typical shifts are 3 – 4 hours, and could be on weekdays, evenings and weekends.

**Reporting to:** Programme & Operations Manager

**Location:** Various venues across Belfast. You must be able to make your own way to each venue

**Key Skills and Personal Qualities needed:**

- Experience of working in a customer facing environment
- Experience of providing excellent levels of customer service
- Experience of dealing with customer queries and resolving problems
- Interest in the arts and the work of Belfast International Arts Festival
- Good communication skills and the ability to deal directly with customers, colleagues and members of the public
- Initiative, common sense and good humour under pressure
- Flexibility of working hours

**Remuneration:**

£12 per hour. As a freelance contract, the payment of Tax and National Insurance is your own responsibility, and you will need to include your National Insurance number on any invoices you submit.

**Application Process:**

Application will only be accepted by email to [recruitment@belfastinternationalartsfestival.com](mailto:recruitment@belfastinternationalartsfestival.com), and must include the following supporting information:

- Your Curriculum Vitae outlining all relevant experience
- A letter/statement (max 600 words) detailing why you are a suitable FOHM, and how you meet the Key Skills and Personal Qualities set out above
- Full details of your availability to work during the period of the 2018 Festival, – daytime, evening and weekends
- Contact details for 2 professional referees, and the capacity in which you know them

**Closing Date:**

The Closing Date for receipt of your application is **midnight on Sunday 23 September 2018**.

**Interviews:**

If you are invited for interview you will be contacted by email before 28 September.

NOTE: Inclusion on the register is not a guarantee of work, there are a number of reasons for this such as your availability against the number, times and dates of available shifts. With your consent, we would like to hold your details on our register for up to 3 years, subject to an annual check on your availability. Your personal details will be held securely and will not be shared outside of the company. Data may be held electronic or in a manual filing system.