

Position of  
**FRONT OF HOUSE  
MANAGER**

Princess Alexandra Auditorium,  
Yarm School



**YARM SCHOOL**

EDUCATING FOR LIFE

Co-educational | Day School | Ages 3-18 | HMC



[WWW.YARMSCHOOL.ORG](http://WWW.YARMSCHOOL.ORG)



**Time:** 25 hrs per week (averaged over a 3 month period). During peak months, some weeks may require 40 hours per week, other weeks there could only be a requirement of 5 hours per week. The hours worked are mainly required for evening and weekend work. The successful applicant should be flexible enough to attend the majority of shows held at the PAA. Working hours will be planned in advance to take into account fluctuations of events over the year.

We would be willing to consider a job holder who can commit to fewer hours or a job share with 2 individuals. Please let us know your availability and this can be explored further at interview.

**Rate of Pay:** £14.53 per hour

**Line Manager:** Auditorium Manager

**Responsible for:** FOH Staff Security Staff

## THE ROLE

We are offering the opportunity to join the staff team at an exciting performance venue, with state of the art facilities and equipment, a diverse and star-studded programme of events and all situated within one of the regions leading independent schools. The role is one of a team of FoH Managers, each with specific responsibilities for different areas of the Auditorium. The team will work collaboratively together, but each FoH Manager will take turns in assuming responsibility for overall control of the Princess Alexandra Auditorium when events are on, thus a thorough grasp of policies and procedures is essential, as is the ability to manage large numbers of people in the audience. The Line Manager is the Manager of

the Auditorium, who may not always be in attendance, and therefore the applicant must feel comfortable with assuming this level of responsibility.

The Auditorium continues to develop its programme, increasing its role in the local community, and cementing its reputation as one of the region's leading performance venues. Due to our ever-growing programme of events we are seeking a Front of House Manager to manage the team running FOH operations at all of our events. The role will take responsibility for managing the venue and have oversight of Live Streamed events in our Friarage Theatre.

This post will provide high quality FOH management, ensuring excellent customer service for both audience members and hirers alike. The successful candidate will be responsible for ensuring all policies and procedures are followed on performance evenings, including H&S and fire evacuation. There is a requirement for managing ushers and security staff on the evening of events too.

This is a 52 week a year role based on 25 hours per week (taken as an average over a 3 month period), with the majority of these hours worked evenings and weekends. The ideal candidate will be flexible to attend Monday morning team meetings with the potential to carry out some box office administration. We will be able discuss the flexibility requirements in more detail at the interview, however, candidates should indicate in their cover letter their expected availability during the week.

Yarm School is committed to safeguarding and promoting the welfare of children and young people and expects all staff to share this commitment. The appointment will be subject to satisfactory vetting procedures, including an Enhanced DBS Check.

## THE VENUE

The Princess Alexandra Auditorium (PAA) and Friarage Theatre are two stunning venues on the Yarm School site that are hosting an expanding calendar of diverse community events. The PAA, which seats up to 850 people and comes equipped with state-of-the-art technical systems, was opened in 2012 by HRH Princess Alexandra and has hosted numerous high-profile performers. The facility has been awarded two prestigious RIBA awards for design excellence. The Friarage Theatre, seating 150 people, was opened in 2016 by composer Will Todd, and is part of the School's impressive music facility. Used for cinematic events, the HD projector and surround sound means the Friarage Theatre is the perfect venue for NT Live, RSC Live and ENO Live. In addition to the two main venues we also have a Recital Room, Studio Theatre and Dance Studio; these are used for smaller concerts and drama productions.

We work with an increasing range of promoters across the UK to schedule a diverse programme of events. We host a range of events and performances by Yarm School, commercial, professional, amateur and community performances, arts and educational organisations and similar events.

## THE SCHOOL

Yarm School was founded in 1978. Since then it has become the major educational success story in the North East and the School is now firmly established amongst the country's leading co-educational day schools. In addition to the Senior School, there is a Preparatory School, and a Pre-Prep which includes a Nursery. In total, there are about 1,100 pupils between the ages of 3 and 18 with 770 in the Senior School including a Sixth Form of over 200 students. Continued investment in the fabric of the school and an on-going commitment to state-of-the-art technology ensures the best facilities and resources in which to work.

## LOCATION

Yarm is a beautiful market town on the edge of the Teesside conurbation which enjoys easy access to both town and countryside, including the nearby North York Moors, Yorkshire Dales and stunning coastline. Opportunities for outdoor pursuits and exploration of all kinds are many and varied. Similarly, the cities of Newcastle, York and Leeds are within close range and provide much in the way of arts and culture. With superb rail network links in the town itself and nearby, London is also only 2.5 hours away by direct train. The school is very much a part of the town, with pupils, staff and parents enjoying all that the buzzing High Street has to offer by means of shops and cafes.

## BENEFITS

- Friendly working environment with a committed community of staff and Governors
- Staff receive a generous discount on school fees (pro rata for part time roles)
- Generous private pension scheme subject to eligibility
- Life assurance (death in service benefit of twice annual salary subject to eligibility)
- Dedicated on-site free parking
- Membership to Employee Benefit Programme including a variety of high street retailer discounts and access to a Employee Assistance Programme
- Cycle to Work Scheme
- Staff appraisal with the potential for career progression
- Concessions on tickets for the Princess Alexandra Auditorium

## KEY TASKS & RESPONSIBILITIES

### Front of House Management

- Oversee and have responsibility for the front of house operations and systems to ensure smooth running of all events.
- Work collaboratively with the Senior Technician and Bar Manager to ensure overall smooth running of events.
- This role will be the deputy for the Bar Manager, and vice versa, to ensure business can be maintained during key absences.
- Effectively communicate and coordinate with the other managers on shift, FOH staff and external hires.
- Strong and positive leadership, ensuring collaboration and forming professional and positive relationships in the team.
- The FOH Manager will supervise FOH staff ensuring roles are being performed to a high standard. The FOH rota will be produced in advance by the Auditorium Manager.
- Provide excellent customer service and act as the main point of contact for all visitors and audience members ensuring they receive a warm welcome, including meeting acts/hirers before the show.
- Be responsible for ensuring live streamed shows at the Friarage Theatre run effectively.
- Act as systems manager for the Box Office during events.
- Provide regular reporting of events, including any major incidents or issues, to the Auditorium Manager in a timely manner.
- Manage all complimentary and press tickets for an event.
- Carry out necessary administrative tasks, including financial procedures, during the shift. Involving cashing up and financial reconciliation.

- Act as one of the primary contacts to respond to and resolve problems or incidents as they arise including dealing with any customer complaints. Any complaints must be passed on to the Auditorium Manager in a timely fashion, in line with our policy.
- Ensure promotional material is available for upcoming events as well as organising exit flyers to be given out.

#### Health & Safety

- The FOH Manager will be responsible for the building and facilities whilst working, including health and safety, fire evacuation (training to be given).
- Act as a first-aider (training to be given).
- Adhere to the Health and Safety policy for all events including managing Auditorium hirers.
- Prepare the building for use and locking up and securing the building, working alongside the school's Estates and security teams.
- Ensure the Auditorium and foyer areas are safe and clean at the end of each performance.

#### Box Office and Admin

- Take responsibility for the Box Office on show nights. Following procedures set out by the Box Office Manager.
- To provide ad-hoc cover for the Box Office Manager.
- Perform simple Marketing and Admin tasks for the Box Office and Auditorium more widely, as directed the the Auditorium Manager and Box Office Manager.

#### Other Duties

- Any other duties as reasonably required. The post is part of a small team of paid staff and the job holder is required to work flexibly as part of a team and with community involvement.

## PERSONAL SPECIFICATION

#### Essential Qualities

- Proven experience of providing excellent customer interaction and experience of working with the public.
- Representative of the School and venue at events and having the ability to command a situation with authority.
- Excellent verbal and interpersonal communication skills.
- Good organisational skills with concern for standards and impact.
- A positive attitude and ability to work flexibly.
- Ability to work independently and be self-motivated.
- Experience of managing a team and strong leadership qualities;
- Experience of following or implementing safety procedures, and ensuring they are followed.
- Practical person who can adapt to situations, problem solve and help other team members.
- Some experience of financial administration, including handling money and reconciliation.
- Excellent time management skills, multitasking and the ability to prioritise critical tasks.
- High level of IT literacy.

#### Desirable Qualities

- Experience as House Management of a building used by members of the public.
- Experience of working at an arts venue or similar.
- A passion for theatre and arts.
- Knowledge of a Box Office system

## CONTRACTUAL MATTERS

- Permanent part time position, 52 weeks of the year
- Based on 25 hours per week (taken as an average over a 3 month period)
- The hourly rate is £14.53 per hour (annualised salary £18,889).
- Requirement for evening and weekend work, with some regular work during the weekdays
- 21 days holiday rising by a day every year up to 24 days (pro rata) plus public holidays
- Pension and Life Insurance Scheme for eligible employees
- Employee Benefit Scheme
- No Smoking Policy on the School site
- Free on site parking
- The successful candidate will be expected to take up appointment as soon as possible subject to an enhanced DBS check and vetting.

## CRIMINAL RECORDS CHECK

Yarm School is required to seek a Disclosure from the Disclosure and Barring Service (DBS) in respect of successful applicants for all posts at the School where staff may come into contact with children. A criminal record will not necessarily be a bar to working in the School. Applicants who are invited to interview should provide details of any criminal record under separate, confidential cover to the Headmaster before attending the interview. A copy of the School's policy on Vetting and Suitability Checks and the DBS Code of Practice may be obtained from the School Manager. Before an appointment is made routine checks will be undertaken to confirm identity and qualifications etc.

This post is not pupil-facing as such, but nevertheless involves substantial opportunity for access to children and is therefore exempt from the Rehabilitation of Offenders Act 1974. This means that you will be required to confirm that you are not on the DBS Children's Barred List or disqualified from working with children and further to declare any convictions, cautions, reprimands or final warnings that are not "protected" as defined by the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975 (as amended in 2013 and 2020) or other Orders of the Courts made against you, even if they would otherwise be regarded as 'spent' under this Act.

## SAFEGUARDING

Yarm School is committed to safeguarding and promoting the welfare of children. The successful candidate will be subject to vetting checks including an enhanced DBS check.

Applicants for all vacancies at Yarm School are encouraged to read these policies on our website before applying:  
[Safeguarding and Child Protection Policy](#)  
[Vetting and Suitability Policy](#)

## EQUAL OPPORTUNITIES

Yarm School is committed to ensuring that all job applicants and members of staff are treated equally, without discrimination because of any protected characteristics as defined in law. We welcome applications from anyone who considers that they meet the requirements of the job advertised.

## APPOINTMENT PROCEDURE

Applications will only be accepted on the application form provided by the School. This should be completed electronically. All questions must be answered. The candidate may also submit a Curriculum Vitae if he / she wishes but this is not a requirement. Applications should be submitted with a covering letter to the School Manager at [hr@yarmschool.org](mailto:hr@yarmschool.org), explaining why the candidate and post are mutually suited.

**Closing date for applications is 12 noon on Friday 28th June.**

Interviews for successful shortlisted candidates will be arranged for **Wednesday 3rd July** the following week. An appointment will be made soon thereafter, with a view to taking up post mid August.

Early applications are encouraged. We reserve the right to interview and appoint the right candidate to this position at any point during the application process.

The School Manager  
Yarm School, The Friarage, Yarm, Stockton on Tees  
TS15 9EJ

Further information about the School, together with an application form and job description, can be found on our website [www.yarmschool.org](http://www.yarmschool.org).

