

23rd May 2018

Dear Applicant

Thank you for your interest in the Everyman and Playhouse Theatres.

Assistant House Manager Ref: AHM18

Please find enclosed an application pack, which provides the following information:

- Job Description and Person Specification
- Application Form
- Equal Opportunities Policy
- Monitoring Form

The deadline for applications is **Monday 11th June at 9:00am.**

Please apply in writing, using the application form enclosed, stating why you are interested in the post and detailing what skills and experience you would bring to it.

You should also submit the names of two referees, one of whom should be your current or most recent employer, indicating at what stage of the application process they may be approached.

Please note that only applications submitted on an application form will be considered, and we will not accept applications by CV.

Applications should be sent electronically to:
recruitment@everymanplayhouse.com

Please include the job reference: **AHM18** in the subject line, and a contact telephone number in the main body of the message.

Completed applications may also be returned to:

Recruitment - Ref: AHM18
Liverpool Everyman and Playhouse
Everyman Theatre
5-11 Hope Street
Liverpool L1 9BH

All applicants will be advised on the outcome of their application in writing.

Interviews will be held in Liverpool during the weeks commencing 11th and 18th June 2018.

I look forward to receiving your application.

Yours faithfully

Victoria Adlard
Head of Administration



5-11 Hope Street
Liverpool L1 9BH

Administration
+44 (0)151 708 3700

Box Office
+44 (0)151 709 4776

www.everymanplayhouse.com

info@everymanplayhouse.com

Artistic Director
Gemma Bodinetz

Executive Director
Deborah Aydon

LIVERPOOL AND MERSEYSIDE THEATRES TRUST

Title Assistant House Manager

Reporting to Theatres Manager

Responsible for Casual FOH team

Purpose of Role

The front of house team is committed to satisfying the needs and expectations of customers, work colleagues and visitors to the organisation.

- To ensure the needs and expectations of our audiences, staff and visitors are met, whilst maintaining their safety and security
- To specifically promote the audience experience for groups and social bookers
- To uphold the company licences and H&S policies
- To lead on the promotion of commercial activity in relation to productions, social events and hires
- To support the operation of both buildings by maintaining the day to day operations schedule
- To manage the staff welfare of the Audience team
- To act as lead communicator with the casual FOH team
- To support the operation of both buildings by maintaining the contracted staff rota and day to day operations schedule
- To be the environmental lead for the Audience team

Main Duties

To ensure the needs and expectations of our audiences, staff and visitors are met, whilst maintaining their safety and security

- Acting as the public face of the Theatres ensuring all enquiries and complaints are managed efficiently, presenting at all times a positive image to visitors of the Theatres and Liverpool
- Acting as Duty Manager* on a regular basis
- Delivering on audience experience for selected productions, in line with the aims of the Audience Experience Group
- Delivering a training plan for the casual Audience team, and assist with the training of the whole Audience team in order to deliver exceptional standards of customer care.
- Managing the performance of the casual audience team in line with company procedures.
- Supporting the Box Office team in the absence of their Duty Manager

*Duty Management will include:

- opening and closing of the venue;
- set up for and managing external and internal events, tours and performances;
- supporting other team members by covering breaks etc.
- inductions of staff and visitors to the buildings;
- and any other operational duties as needed. See below for specific duties relating to H&S

To promote the audience experience for groups and social bookers

- Attending the Audience experience group meetings to promote experiences that would encourage groups and social bookers to attend
- Developing a training plan across departments to improve the level of customer service for our groups and social bookers
- With Commercial Manager and Food and Drink Manager develop offers, events and ticket deal packages that will appeal to groups and social bookers

To uphold the company licences and H&S policies

- Ensuring the public areas and auditoria meet health and safety requirements.
- Promoting a safe working environment within the Casual Audience team by inducting the new intake each year and delivering their ongoing training
- Reviewing and update risk assessments for the areas the Audience team work in

Whilst on duty:

- Delivering inductions for new staff, company members, residencies and visiting companies as needed
- Acting as the responsible person and first aider, providing relevant daily and incident related reports
- Ensuring bar, catering and SIA staff are complying with the Premises licence and company policy
- Liaising closely with stage management and duty show technician to ensure the theatres' overall compliance with current Health & Safety legislation

To lead on the promotion of commercial activity in relation to productions, social events and hires

- To lead on confectionary and merchandise sales across both venues; including sourcing new products; monitoring SPH targets and conducting monthly stock takes
- Liaising with the production team and other departments to develop merchandise, and appropriate confectionery offers
- Promoting social events within the company and liaise with communications and Commercial Manager to promote events externally, that will encourage spend at the box office and bars
- Managing confectionery stock to suit the needs of the production, visitor numbers and manage wastage
- To collaborate with the Theatres Manager and House Manager in budgetary forecasting relating to FOH sales
- Providing Finance with stock reports, daily banking sheets, weekly and monthly timesheets and provide other financial information as requested.

To support the operation of both buildings by leading on the contracted staff rota and day to day operations schedule

- Managing the day to day requests for internal room bookings
- Managing the casual staff rota – ushers, bar staff and events team
- Liaising with Communications and Programming to ensure the latest production schedules are inputted onto the operations schedule
- Supporting related hospitality bookings with the Catering Management
- Arranging suitable emergency cover for the Audience Team

To manage the staff welfare of the Audience team

- Encouraging the Audience team to engage with the theatres
- Reporting concerns and issues
- Monitor training needs to support operation i.e. first aiders, stage door cover
- Acting as the Safeguarding lead for the Audience experience team, managing concerns and arranging training sessions.

To be the environmental lead for the Audience team

- Participating in Green Team meetings
- Promoting environmental awareness within the Audience team and developing good working practice
- Assisting to develop training across departments to encourage reductions in use of energy, disposable resources and waste

General

- This role includes a Dress Code for Duty Shifts and will involve working weekends and unsociable hours.
- Performing your role in accordance with the company's Staff Handbook, incorporating LMTT's Manifesto and Code
- LMTT is committed to the safeguarding of children and people to whom we have an enhanced duty of care, and therefore may at their discretion require any member of staff to submit a satisfactory enhanced check from the Disclosure and Barring Service (DBS), depending on the activities they are carrying out
- This Job Description is not exhaustive, and it will be reviewed regularly to ensure that it reflects the evolution of the company, and the skills and personal development of the post-holder; a flexible approach to work in all roles is essential

Main Terms and Conditions of Employment

Tenure:	This is a full time post on a permanent basis
Reporting to:	Theatres Manager
Salary:	£19, 413 per annum
Hours:	40 per week, usually worked over 5 days The post holder will be required to work during evenings and weekends. Double time will be paid if you are rostered to work on a Sunday, a Bank Holiday, or after midnight at the request of your line manager. Otherwise no overtime is paid but time off in lieu will be given for hours in excess of the contracted 40 per week. For any hours worked after midnight on a standard duty shift, time off in lieu at double time will be given.
Additional Duties:	If, in exceptional circumstances, you are asked to cover an additional shift beyond your basic hours (i.e. in the event of covering sickness or an emergency) or outside this job description (for example a full stage door shift) then you will be paid at the rate applicable to that role.
Annual Leave:	28 days pro rata per holiday year (1 January – 31 December) inclusive of all statutory English bank holidays.
Notice Period:	1 month by either party
Pension:	The Company operates an auto-enrolment pension scheme. This employment is not contracted out of SERPS (the State Earnings Related Pension Scheme).

All others terms as detailed in Staff Handbook.

APPLICATION FORM

The first four pages of this form will be removed by the Human Resources Department and will not be seen by those short listing.



Please do not put your name on any other pages.

Position Applied For	<input type="text"/>	Job Reference	<input type="text"/>
Candidate Reference (office use only)	<input type="text"/>		

PERSONAL DETAILS

Surname	<input type="text"/>	Forename(s)	<input type="text"/>
Address	<input type="text"/>	Telephone	<input type="text"/>
		Mobile	<input type="text"/>
Postcode	<input type="text"/>	Email	<input type="text"/>

If you supply an email address then we will assume that all written correspondence will be conducted via email.

Do you have the legal right to work in the UK?
(We will require evidence of the right to work in the UK prior to commencement of employment)

DECLARATION

The information I shall provide on this form, is accurate and I understand that the Liverpool & Merseyside Theatres Trust Ltd may terminate my employment, without notice, should I knowingly mislead during the recruitment process.

Data Protection: I agree to the Liverpool & Merseyside Theatres Trust Ltd using the personal data contained in this form, or information which may be obtained from me or other sources, for the purpose of dealing with my application for this employment.

Please visit <https://www.everymanplayhouse.com/privacy> for our Privacy Policy.

Signed: _____ (Please type name if submitting electronically.)

Date: _____

Candidate Reference Number	
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REFEREES

Please give the name of two people who can be contacted for references, one of whom should be your current/most recent employer, indicating at which stage of the process they may be contacted.

Name	<input type="text"/>	Relationship to Applicant
Address	<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>	
Email	<input type="text"/>	
Telephone	<input type="text"/>	
When may we contact them?	<input type="text"/>	

Name	<input type="text"/>	Relationship to Applicant
Address	<input type="text"/>	<input type="text"/>
Postcode	<input type="text"/>	
Email	<input type="text"/>	
Telephone	<input type="text"/>	
When may we contact them?	<input type="text"/>	

EQUAL OPPORTUNITIES MONITORING

Liverpool Everyman and Playhouse seeks to be an Equal Opportunities employer and strives to ensure that in its provision of services in general, and as an employer, in particular, it will offer equality of opportunity for all persons regardless of race, colour, ethnic or national origin, disability, sex, religion, marital status or social background.



In order to ensure that we can monitor implementation of this policy, employees are requested to complete this form. The information given will be anonymously retained by the Administration Dept. for monitoring purposes and associated record keeping only in line with the Data Protection Act 1998. This information will not form part of any personal file and will be treated on a private and confidential basis.

Job applied for:

Please indicate your gender:

Male Prefer to self describe Self-description _____
Female Non binary Prefer not to say

Is your gender identity the same as the sex you were assigned at birth?

Yes
No
Prefer not to say

Please indicate your age:

0 - 19 years 20 - 34 years
35 - 49 years 50 – 64 years
65 and over Prefer not to say

Please indicate your ethnic origin:

(These are the ethnicities specified by our major funding body)

Asian/Asian	Indian	<input type="checkbox"/>
British	Pakistani	<input type="checkbox"/>
	Bangladeshi	<input type="checkbox"/>
	Chinese	<input type="checkbox"/>
	Any other Asian background	<input type="checkbox"/>
Black/Black British	African	<input type="checkbox"/>
	Caribbean	<input type="checkbox"/>
	Any other Black/African/Caribbean background	<input type="checkbox"/>
Mixed	White and Black Caribbean	<input type="checkbox"/>
	White and Black African	<input type="checkbox"/>
	White and Asian	<input type="checkbox"/>
	Any other Mixed/Multiple ethnic background	<input type="checkbox"/>
White	British	<input type="checkbox"/>
	Irish	<input type="checkbox"/>
	Gypsy or Irish Traveller	<input type="checkbox"/>
	Any other White background	<input type="checkbox"/>
	Prefer not to say	<input type="checkbox"/>

The Equality and Human Rights Commission defines a disabled person as someone who has a physical or mental impairment that has a substantial and long-term adverse effect on his or her ability to carry out normal day-to-day activities. For further information, please see the Commission website (www.equalityhumanrights.com).

Do you consider yourself to be disabled?

- Yes
- No
- Prefer not to say

If yes, how would you describe your disability?

- Visual impairment
- Hearing impairment/Deaf
- Physical disabilities
- Cognitive or learning disabilities
- Mental health condition
- Other long term/chronic conditions
- Prefer not to say

Please indicate your sexual orientation

- Bisexual
- Gay Man
- Gay Woman/Lesbian
- Heterosexual/Straight
- Prefer not to say

If selected for interview, do you require any assistance or adjustments to enable you to attend?

- Yes
- No

Please do not hesitate to call a member of the recruitment team, in confidence, if you would like to further discuss your access requirements with us, on 0151 708 3700, or via recruitment@everymanplayhouse.com

How did you find out about this post? _____

How did you hear about this vacancy? _____

Thank you for taking the time to complete this form.

A summary of our Equal Opportunities Policy can be found on our website at <https://www.everymanplayhouse.com/jobs>

Do not write your name on this page

Candidate Reference Number	
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EDUCATION and TRAINING

Dates	Qualifications Obtained	
From		
To		
From		
To		
From		
To		
From		
To		

Please continue on a separate sheet if necessary

Other Training Events Attended or Qualifications Achieved:

Dates	Training Provider	Qualifications Obtained
From		
To		
From		
To		
From		
To		
From		
To		

Please continue on a separate sheet if necessary

Do not write your name on this page

Candidate Reference Number	
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CURRENT / PREVIOUS EMPLOYMENT

Dates		Employer	Post Held	Summary of Duties
From				
To				
From				
To				
From				
To				
From				
To				

Please continue on a separate sheet if necessary

Do not write your name on this page

Candidate Reference Number	
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SUPPORTING STATEMENT

With reference to the job description and person specification, please use this space to tell us your reasons for applying for the post; how your experience and skills support your application and any other information you believe is relevant. **You should demonstrate clearly how, and to what extent, you meet each element of the specification.** Please do not include any supplementary material (such as a CV) as this will not be considered as part of your application. Use no more than 2 pages to complete your response.

Please continue on a separate sheet if necessary

Do not write your name on this page