

## JOB DESCRIPTION TEMPLATE



### Cultural Venue Operations Apprentice – The Old Rep Theatre

Contact Name:	Suzanne Priest	No of Employees:	129
Contact Number:	0121 359 9441	Possible Start Date	Early October 2017 – specific date to be confirmed
Location:	The Old Rep Theatre Station Street, Birmingham, B5 4DY	Interview Date	Monday 25 <sup>th</sup> September 2017
Registered Company Name	Birmingham Ormiston Academy	Company Address	1, Grosvenor Street, Birmingham, B4 7QD
E-mail address	suzanne.priest@oldreptheatre.co.uk	Weekly Wage	£131.25
Working Week	37.5 hours to include some evenings and weekends	Employer Website	www.oldreptheatre.co.uk

#### Short Description of the role and context

We're looking for a young person to assist with our Venue Operations here at The Old Rep Theatre in Birmingham. As part of our Venue Operations team you will assist in managing the Front of House team and all operational matters relating to the front of house including the bar and catering areas within set budgets. Your work will involve learning from our team about how the Front of House at a theatre operates, but we'd also like you to have some of your own ideas to bring to the table. You will learn excellent customer service skills at a busy theatre located in the centre of a thriving city.

Birmingham Ormiston Academy (BOA) is a nationally-acclaimed 14-19 academy, specialising in Creative, Digital and Performing Arts. The academy opened in September 2011 and has over 1,000 students passionate about the arts. In September 2014, BOA gained responsibility for operating and managing The Old Rep Theatre.

Opened in 1913 as the UK's first purpose-built repertory theatre, The Old Rep has been relaunched as a young people-driven venue in the heart of the city: offering extraordinary creative opportunities for the young people, families, artists and communities of Birmingham and the wider West Midlands. Our onstage programme combines top quality professional comedy, drama, dance, musical theatre and family productions with performances from local amateur and community companies, and we also produce our very own annual productions. Refurbishment backstage has opened the venue up for both classes and rehearsals. The Old Rep is part of the Birmingham Ormiston Academy group.

#### Job Role: What are the day to day tasks and duties will your apprentice complete?

Main duties and responsibilities:

- To be an active member of the Old Rep's Front of House team
- Operate bars and kiosks including stocktaking, ordering, visual merchandising and customer service
- Assist in managing the casual ushers and front of house staff at performances
- Assist in providing efficient administration support to the Front of House team
- To be an effective and flexible member of the Front of House team and to be available for work during evenings, weekends and bank holidays.
- To be proactive in the smooth running of the public areas of The Old Rep Theatre, to ensure a positive experience for all patrons, visiting companies and other customers using the venue.
- To support in ensuring optimum profit contribution to the Theatre by all visitors and customers.
- To be a friendly and efficient 'face' of the theatre, welcoming our visiting companies, guest artists, customers and audiences.
- To work within a set budget and ensure tills and funds are balanced after each event / performance.
- To meet deadlines set by managers

- To report to line managers on a regular basis to inform them of progress, highlighting any queries to ensure work is undertaken smoothly and in good time.
- Analyse sales and expenditure to maximise on profits.
- To assist in preparing the theatre for productions and other events, leasing and working closely with other departments such the Marketing, Technical, Learning and Participation teams.
- To contribute to the general running of the theatre and to support other colleagues as and when required.
- To attend training courses seen to be useful to the position, as directed by the General Managers and Apprentice Coordinator

### Skills Required

- Excellent customer service skills: face to face, and on the telephone
- Good attention to detail and customer focused
- Proactive and positive with a can-do attitude
- Ability to remain calm when under pressure and make well informed decisions
- Excellent communicator with strong interpersonal skills
- Ability to manage time effectively and meet deadlines
- Computer-literate with a good knowledge of Microsoft Office
- Solution focussed
- Able to undertake responsibility
- Good numeracy skills

### Personal Qualities

- Enthusiastic and committed to following a project through from start to finish
- A helpful, positive and flexible approach and attitude.
- Keen to learn and develop skills, and willingness to widen knowledge
- Ability to think independently, and work within a team
- Punctual, honest and reliable
- Passionate about the arts and the theatre
- Self-motivated with a flexible approach to work
- Ability to form good working relationship with theatre staff and customers

### Qualifications Required

Applicants should be literate and numerate. Grade C and above in English, Math's and IT are preferable, however not essential. You may need, however, to complete further study to achieve these.

**Deadline for applications:** Midday on Monday 18<sup>th</sup> September 2017

**Complete the application form on BOA's Website:** <http://www.boa-academy.co.uk/>

**Any queries please email:** [suzanne.priest@oldreptheatre.co.uk](mailto:suzanne.priest@oldreptheatre.co.uk)

### Answer ALL of the questions on the application form, these are as follows:

- What is it that interests you about this role?
- What experience or training do you have which is relevant to the role?
- What are your strengths?
- What personal skills would you like to improve?
- Explain your hobbies, interests and achievements?
- Where do you see yourself in five years?
- Is there anything we can do to help you at an interview (e.g. do you need a signer)