

**Job Description**

**Job Title:** Front of House Staff, Caravanserai Brighton Fringe

**Type:** PAYE, Seasonal Contract

**Reports to:** Caravanserai Front of House Manager and Shift Running Supervisors

**Term:** 5 May- 4 June in 2023

**Hours:** up to 6 shifts per week during active festival period.

**Salary:** £10.60 per hour plus holiday pay

**Main Tasks and Responsibilities**

* Welcoming visitors to the Caravanserai venue
* Responding to queries and problems in a quick and friendly manner
* Identifying and assisting visitors with any access needs
* Checking, scanning tickets for shows and administering wrists band when necessary
* Showing audiences to seats in the theatres
* Ensuring that theatres and dressing rooms are left clean and tidy in between performances
* Helping to keep the venue tidy and free of litter
* Ensuring that poster boards and flyers are kept tidy throughout the venue and any out-of-date material is disposed of
* Reporting any incidences to Front of House Supervisors or Front of House Manager
* Other duties as requested

**PERSON SPECIFICATION**

**Essential**

* Ability to work flexibly, be reliable and work the necessary hours to meet the demands of the position
* Enthusiasm, motivation, good humour and a positive, can-do attitude
* A calm, capable and unflappable manner when dealing with busy events and members of the public and ability to take charge, lead and manage situations involving many different people
* The ability to work well as part of a team, but also to use initiative and to work autonomously, as necessary
* Strong commitment to customer care, and a desire to give everyone attending Caravanserai Brighton Fringe the very best experience possible
* Experience working in a busy public-facing role

**Desirable**

* Experience working in a theatre front of house role
* A personal interest in the arts, and understanding of the ideals and goals of an arts organisation

**Benefits**

20% discount at all bars at Caravanserai
Access to shows at Caravanserai (subject to availability)

**Recruitment Workshops**

To apply, please fill out the online form [here](https://forms.office.com/pages/designpagev2.aspx?origin=OfficeDotCom&lang=en-GB&sessionid=d3ad52df-6b70-4685-a041-ce833dd74bf3&route=Templates&subpage=design&id=CwfNXrzJjE2aXbgeMoBj5mH-wGvuQBlHv3I_7-bG-LpUQkZNQVdHQjNLM01NS0wxRFBLWFNMVDBJNS4u&preview=%257B%2522ViewModeIndex%2522%3A1%257D) to tell us a little about yourself and your relevant experience. You will then be invited to a virtual workshop either on Wednesday 19th April or Friday 21st April. The workshop should last no longer than an hour and you won’t need to prepare anything in advance.

**Deadline to apply to attend the workshop**: Friday 14th April 2023, 1pm

**Recruitment Workshops:** Wednesday 19th April and Friday 21st April

**Start date:** Training sessions w/c 1st May. Shifts from 5th May to 4th June – up to 6 days a week

[Complete our equal opportunities form](https://docs.google.com/forms/d/e/1FAIpQLSfMqwVFtPUGVk1hzFt1i_cyvcz9NpQMdIn8xVaQ2GnPlQyuiw/viewform?usp=sf_link). We want to ensure that we always recruit, nurture and promote a diverse mix of colleagues who are representative of the communities we serve. This gives us great opportunities to access the broadest range of ideas and to serve our diverse communities properly and effectively. Brighton Fringe is a company limited by guarantee and registered with the charity commission. We are an equal opportunities employer.