



Greenwich Comedy Festival - Front of House Assistant

Job Title:	Front of House Assistant
Reporting to:	Front of House Manager
Engagement period:	Tuesday 11th September - Sunday 16th September 2018
Hours:	Employed on a casual basis; minimum 4 hour shift; 30 minute compulsory unpaid break after a total of 5 hours worked (i.e. 5.5 hour shift); approximately 36-40 hours per week
Remuneration:	£8.50 per hour; remuneration to be paid in arrears to the engagement period after the receipt of an invoice
Perks:	Meal provided per 4 hours worked; 2 complimentary tickets for friends/family

How to Apply:

Please email your CV, covering letter describing your suitability to the role, and equal opportunities monitoring form to hannah@57festivals.com

by midday on 13th July 2018

Interviews will take place 20th - 23rd July

Training will be 12-2pm Tuesday 11th September

Festival takes place 12th - 16th September 2018 (after 5pm weekdays and all weekend)

You must be available for all above dates.

Background:

Greenwich Comedy Festival returns to the iconic National Maritime Museum for its 10th year running. Transforming the tranquil lawns frequented by tourists and locals alike year round into a 5-day festival of comedy, sunshine, street food and cold beers. Headliners have included: Adam Hills, Shappi Khorsandi, Russell Howard, Sean Lock, Alan Davies, Katherine Ryan, Nina Conti and many more.

As a front of house assistant you are being invited to be a part of one of London's most-loved comedy festivals of the year, and to help deliver the exceptional customer service it has grown to be famous for.

Job Description:

A front of house assistant helps the Front of House Manager in the daily duties of running a comedy show. As a team, you work together to make sure shows go up on time, answer any questions customers may have about site or future programming, and maintain the friendly, summery atmosphere that over 10,000 people visit each year.

General Duties

- Represent Greenwich Comedy Festival and key stakeholders in a professional manner, focusing on enhancing patron experience and delivering superior customer service in all aspects of the role
- Arrive on site in neat, smart clothing or supplied uniforms
- Ensure the preservation of public property and natural environment of the site
- Ensure that a high standard of Work Safety is adhered to at all times in line with CDM (2015)
- Only carry out work if you have the relevant skills, knowledge, training and experience to do so, or that you have been provided with the training and supervision to do so safely
- Make yourself aware of the health and safety risks on site and the way those risks are managed
- Always follow site rules and procedures
- Display appropriate conduct and appearance while site is open to the public
- Report any risks you find to the Event Manager, whether the risks affect your own health and safety or anyone else, including other workers and members of the public
- Arrive promptly for your shift with suitable time before commencement
- Diligently sign in and out on every shift
- Ask for help when unsure about how to best complete any tasks you are assigned
- Touch base with designated supervisors to enquire about further tasks when not busy

Specific Duties

- Assist in the build and pack down of each venue, including setting up seating, placing seat numbers on chairs, putting up appropriate signage
- Communicate effectively (in person and via a radio) with FoH Manager and FoH Volunteers, and relevant Site and Production staff
- Adopt a continuous improvement attitude to FoH processes to ensure FoH Volunteers are working towards seating the venue as efficiently as possible and all shows commence on time
- Have an excellent knowledge of the Comedy Festival programme and actively promote it and the performers to patrons and general public
- Greet the audience upon arrival and actively seek opportunities to engage with all patrons in a positive and exceptional manner
- Ensure cleanliness of venues is maintained; coordinate cleaning of venue after shows have concluded with assistance from FoH Volunteers
- Maintain cleanliness on site including back of house and washrooms
- Assist in the implementation and management of any queuing systems as designated by the FoH Manager

- Check tickets/stamps diligently to ensure appropriate site and venue access is granted to patrons
- Assist FoH Volunteers to ensure efficient seating inside the venue and ensure all FoH Volunteers are familiar with venue layouts and seating plans
- Deal effectively with latecomers, adhering to show-specific latecomer policies
- Maintain a FoH presence and ensure everything runs smoothly
- Attend to patron access requirements as required
- Mediate customer conflicts, implementing escalation procedures to FoH Manager where required
- Assist FoH Manager in the safe evacuation of patrons from venue in the event of an emergency
- Undertake training, including health and safety, fire evacuation etc.
- Assist with any other tasks as deemed appropriate by the FoH Manager
- Greet and liaise with any VIP and guests
- Attend the FoH Volunteer and staff induction and assist, where appropriate, the FoH Manager in the training of volunteers in the most efficient FoH procedures
- Collect lost property and place in the designated area
- Be an approachable point of information for all patrons and assist patrons with regard to the site layout and/or any festival line-up information

Person Specification:

Essential	Desired
Previous experience (voluntary or otherwise) in a front of house role	An interest in comedy and knowledge of the current comedy circuit
Friendly and approachable	Experience working in an outdoor setting
Ability to work well under pressure	Front of house festival experience
Good communicator	
Commitment to a high standard of customer service	
Able to use your initiative	