Dec 2024

Dear Applicant

Thank you for your enquiry regarding the vacancy of **Front of House Assistant: Curve Venue.**

I am pleased to enclose an application pack (9 pages) consisting of the following:

* Job Description and Person Specification
* Application Form
* Equal Opportunities Monitoring Form

Please ensure that you read all information thoroughly before applying. Application should only be made on the enclosed application form (attaching continuation sheets where necessary), answering each section fully. No CVs should be submitted. Applications are to be emailed to [admin@nordenfarm.org](mailto:admin@nordenfarm.org)

I look forward to receiving your application and thank you for your interest in the position.

Sincerely

A close-up of a signature

Description automatically generated

Jane Corry

Chief Executive & Artistic Director

**StoryDen Ltd**

## Front of House Assistant

**Job Description**

Post Title: Front of House Assistant

Length of Contract: 1 year

Hours: Full Time: 39.5 hours p/wk plus 30 minute breaks

Potential additional hours for holiday cover and special projects

5 days a week - Tues – Sat (includes evening work and

occasional Sundays/ Mondays)

Base: Norden Farm Centre for the Arts, Maidenhead and Curve Venue, Slough

Salary: £23,950 per annum

Reporting to: House Manager / Catering Manager

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| **Job Summary** |

This is a 1 year role (with potential for an additional year) in a new NPO (National Portfolio Organisation) a collaboration between Norden Farm and Slough Borough Council, known as StoryDen, led by Norden Farm.

Through this role, the successful candidate will develop the skills necessary to deliver a range of events from parties to live shows, a gateway to a future career in event or arts management.

You will receive in house training in hospitality and duty management to equip you for the role, gaining new skills and responsibilities as you develop in the role.

You must be able to travel to both Maidenhead and Slough for work. This will include evenings where shifts end around midnight.

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| **Key Responsibilities** |

* To ensure that all visitors to both venues receive excellent customer service including customers for events and artists performing at the venues
* Help develop a volunteer crew
* Serve customers in the café bar politely and efficiently

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| **Detailed Job Description** |

1. Welcome visitors to The Farm and Curve Venue including Audiences, Artists, Hirers and Class Attenders.
2. Support, develop and supervise a Volunteer crew at Curve Venue

1. Support the marketing team with community engagement including distribution of publicity and visiting community groups in Slough to share information about the programme/ projects
2. Deliver secondary sales, including merchandise, jewellery cabinets and prize draw
3. Write daily show reports detailing activity and any issues arising.
4. To manage the day to day running of the building
5. To deliver fast, efficient ticket sales from the Box Office\*
6. To ensure that the foyer and public areas of the building are always kept clean and tidy.
7. To manage print in the building, liaising with the marketing team
8. To re-set rooms on a daily basis. *NB This includes moving furniture so a level of fitness is required*
9. To work regular shifts in the café bar, serving customers with drinks and food
10. To work with the House Manager on the delivery of special events, including Volunteer training & socials, Outdoor Markets and New Year’s Eve
11. To deputise for the Licensee in her absence, ensuring strict compliance with all conditions of the building’s Licence and undertaking regular duty management shifts
12. To undertake first aid training and act as one of the venue’s nominated First Aiders
13. To carry out his/her duties with due regard to Norden Farm’s Equal Opportunities Policy and Health and Safety Policy, and to act in accordance with the Data Protection Act
14. Any other duties as may be required as part of the Front of House Assistant role

*\*Training on Spektrix, our computerised ticketing system will be given.*

## Person Specification

**Essential**

Candidates must be able to demonstrate:

* A connectivity with Slough and the arts scene in the town
* An interest in developing a career in the arts / events industries
* Experience in a customer facing role
* Organisational skills
* Good written and spoken English
* Computer literacy including working knowledge of Excel and Word
* Ability to learn new software packages
* Experience of successfully multi-tasking
* A ‘can-do’, flexible, positive approach to working life
* A level of fitness necessary to do the job which is fast paced and includes some manual handling
* Ability to travel to both locations in the evenings as well as daytimes

**Desirable**

* A connectivity with the arts scene in Slough
* Experience in Sales
* Interest in the Arts

Application Form

**CONFIDENTIAL**

***Please read the job description and supporting information before completing this form.***

Please complete this form, ensuring you fill in all appropriate sections as fully as possible. Forms may be completed electronically or by hand in black ink. CVs should NOT be included with applications. There are 5 pages plus an Equal Opportunities Monitoring Form.

Completed application forms may be submitted by email to admin@nordenfarm.org or by post to: Norden Farm Centre for the Arts, Altwood Road, Maidenhead, SL6 4PF.

If you have a disability or any other special need that means you are unable to complete this form or any other part of the process, please contact us to make alternative arrangements.

We will keep your application form on file for 3 months after the date of receipt.

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| **Application for the post of:** |  |

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| Personal Details | | | | |
| Last Name |  | | | |
| First Names |  | | | |
| Home Address |  | | | |
|  |  | | | |
|  |  | | Postcode |  |
| Telephone | Home |  | Work |  |
|  | Mobile |  |  | |
| Email address |  | | | |
| May we contact you at work? |  | | | |

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| Education and Training | | | | |
| **Secondary Education** | | | | |
| From | To | School(s) | | Examinations passed/Grades |
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| **Higher and Further Education (University/College/Apprenticeships etc)** | | | | |
| From | To | Place of Education | | Qualifications obtained |
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| **Short and Part-time Courses** (including relevant in-house training) | | | | |
| Dates | | | Details | |
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| Previous Employment | | | | |
| Date from | Date to | Name, location and nature of employer’s business | Position held | Reason for leaving |
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| Supporting Information | | | | |
| Please use this space to tell us why you have applied for this position and what you will bring to the post. Reference the Job Description. Describe how the skills and experience you possess would enable you to fulfil the role as described in the job description and any other information that supports your application. Use a continuation sheet if necessary. | | | | |

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| Further Information | |
| Do you hold a current and full (not provisional) EU driver’s licence? |  |
| Do you require a work permit to work in the United Kingdom? |  |
| Please state how many days you have been absent from work/college due to illness during the last two years, providing details for any extended absence if you wish.\* |  |
| *Under the Rehabilitation of Offenders Act 1974, candidates are not usually required to give details of spent offences* |  |
| Have you ever been convicted, cautioned, bound over or have a conviction pending in respect of any criminal offence which is not considered spent? \* |  |
| *\* Please use an additional sheet if necessary* |  |

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| References | | |
| Please give the names and addresses of two people, not relatives, one of who should be your current employer (or last employer) from whom confidential references may be obtained. It is Curve Venue’s policy to contact referees before an offer of employment is made. Please indicate if you would prefer this NOT to happen. | | |
| Name | Position | Address/Telephone Number/Email |
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| Declaration | |
| I declare that the information on this application is, to the best of my knowledge, true and complete. | |
| Signed: | Dated: |