



Hello,

Thank you for your interest in the role of Front of House Team Supervisor at The Yard Theatre.

Please read all the information provided in this pack, and apply by sending a covering letter with specific reference to the Job Description & previous experience to our Bar and Venue Manager, Felix at Felix@theyardtheatre.co.uk.

The Yard Theatre aims to offer equal opportunities to all. Therefore we would really appreciate it if you could help us continue to monitor the effectiveness of our equality policy by filling out this short equal opportunities form <https://forms.gle/ccqHzEmgqkz8w5Xu9>.

If you have any questions about the role, or if you require the forms in a different format, please don't hesitate to contact us at recruitment@theyardtheatre.co.uk or by calling 020 3111 0570.

Applications must be received no later than **10am on Monday 15 April 2019**.

We look forward to reading your application.

Warm wishes,

Felix Yoosefinejad
Bar & Venue Manager

ABOUT THE YARD

In 2011 a group of volunteers, led by Jay Miller, converted a disused warehouse in Hackney Wick into a theatre, bar and kitchen. We called it The Yard. Due to be here for 3 months, we are still here 8 years later and, as recognition of our success, in 2018 The Yard joined the Arts Council's National Portfolio.

Theatre

The Yard provides a safe space for artists to grow new ideas, and for audiences to access outstanding new work. A multi-award winning theatre and described as *"the most important theatre in east London"* (Time Out), The Yard is committed to:

- Discovering and developing new artists.
- Exposing stories from the edges of society.
- Interrogating the process of writing for performance.

In an area buzzing with artists and potential, The Yard has rapidly established itself as a theatrical necessity, with a reputation for upending theatrical tradition and, injecting creativity and fearlessness into wider contemporary culture. We've supported artists to produce ambitious new work that communicates contemporary, unheard stories and ideas in new, innovative theatrical forms. Producing bold, politically-charged, unapologetically live new work, our success has led to two transfers to the National Theatre, international tours and partnerships with theatres including the Royal Court and Young Vic. Through our ability to identify artists and inspire new work, The Yard has become a leader in the future of theatre.

***"It's a beacon of exciting, progressive new work in theatre-poor east London and a real model for what a theatre can and should be in the twenty-first century"* Time Out**

Music and Events

Since opening in 2011, The Yard has become one of London's most exciting venues for late-night events and new music. Working with nationally renowned promoters and new collectives, through our Music and Events programme we host over 100 late-night music events each year, which fill our bar with people dancing until the early hours. The programme provides a vital platform for artists and audiences from under-represented groups in London's cultural landscape.

***"Hackney Wick's current go-to spot"* Time Out**

We are known as a home for parties you can't find anywhere else, from events for queer people folk from the MENA diaspora, to performance-art parties hosting the most exciting performance artists around. We partner with and host a diverse range of promoters, parties and organisations, from some of the biggest brands - like RBMA and Boiler Room - to new promoters and collectives who we support to grow. Through our support, we've helped to catalyse the growth of some of London's most exciting parties such as Pxy Palace, Knickerbocker, Murder on Zidane's Floor, Pride of Arabia, Inferno and more. We also produce and promote events in-house, securing The Yard as a leading space in London for new experiences. Alongside our music, we host a range of events and hires, including weddings, film festivals, concerts and comedy shows. Press features about The Yard, such as this recent feature in [New York Times](#), acknowledge us as one of London's most inspiring new venues.

***"The Yard has managed to carve a niche as a lighthearted venue that programmes interesting contemporary dance and theatre, as well as some of the best underground nights in the city"* The Guardian**

The Yard Theatre, Unit 2a Queen's Yard, White Post Lane, London, E9 5EN

www.theyardtheatre.co.uk

A Registered Charity: 1144028

VAT Registered: 202970724

A Registered Company: 7664276

Local

Bordering Tower Hamlets and Hackney, and next to the Olympic Park, The Yard is in a rapidly changing part of the UK. We are a key part of the fabric of Hackney Wick, a recognised and respected grassroots venue that has grown with the community since 2011. Our local programme focuses on ensuring young people have access to the arts, and using our spaces to bring local residents together. We aim to deliver a civic service as a theatre, build community cohesion and ensure The Yard is representative of our diverse locale.

We run a community centre, Hub67, from which we deliver innovative, creative activity for local residents, with a focus on children and young people. Each week we welcome over 80 local people through the doors of Hub67 to take part in high-quality, meaningful activity. We are shortly set to open a second community space in East Village. This space will serve the local residents of E20, providing a hireable venue for events and meetings, a space for participatory activity, workshops and classes, and a place for the community to come together.

Front of House Supervisor **JOB DESCRIPTION**

We are looking for dynamic and friendly individuals to help lead service on our bar for theatre evenings. We aim to provide a unique space for London which is versatile, exciting and caring. The Front of House Supervisor is responsible for upholding a culture of excellence in the front of house team, ensuring customers always receive the highest level of service.

The successful candidate will have had experience working in bars or theatres, and will feel confident owning the space behind the bar.

This role is suited for someone who is excited by contemporary theatre & performance art and looking to work in a non-profit, multidisciplinary space.

Job Details

Responsible to:	Front of House Manager, Front of House Coordinator.
Terms:	12 month/898 hours a year annualised contract.
Hours:	Initially 5 evenings/33 hours a week, moving down to 4 evenings/25 hours a week in May.
Pay:	£8.5 per hour
Holiday:	28 days holiday including bank holidays pro rata.

Benefits

- Training and development opportunities.
- Complimentary ticket for all performances and events at The Yard (all members of the team are encouraged to contribute to the artistic life of the venue).
- Staff discount at The Yard bar and kitchen.
- Pension: as part of auto-enrolment you may be eligible for The People's Pension.

Equal Opportunities

The Yard is an equal opportunities employer. We're working hard to make sure all aspects of our theatre are representative of the world we live in. We are also committed to meeting all access requirements; just let us know what you need.

Key Responsibilities

General

- Working with The Yard team to ensure customers receive quality service throughout their visit.
- Ensuring all customers of The Yard are served quickly and efficiently, with a friendly manner.
- Acting as an ambassador for The Yard by sharing the enthusiasm and passion it represents, and by taking pride in the organisation's public appearance.
- Complying with The Yard's policies including Equality & Opportunities, Health & Safety, Fire, Safeguarding, and other policies that are included within the Staff Handbook.

Bartender

- Serving customers, including basic drinks, and assisting the kitchen with service.
- Maintaining consistently high standards when preparing the bar for service and cleaning down.
- Lead in the on shift training of new staff & embodying the example to which the rest of the bar team look to.
- Using point of sales systems to ensure the correct recording of sales and stock
- Providing information to customers about our menu and our music, theatre, and local programmes.
- Working with Duty Managers to ensure an efficient back of house operation, ensuring bar team members are focussed on their task & that the bar is fully stocked.

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Box Office

- Work with Front of House Manager & Coordinator to deputise on the Box Office, scanning tickets in and selling tickets using Spektrix; our online ticketing software.
- Distributing all relevant show material (programmes/free-sheets) and informing audiences of everything they need to know about the show.
- Ensuring Front of House areas are presentable at all times.
- Supporting The Yard's charitable objectives by encouraging audience members to donate to The Yard.

Person Specification**Essential Skills**

- Exceptional communication and customer service skills with a "can-do" attitude.
- Ability to remain calm under pressure and in dealing with unexpected situations.
- Skilled in solving problems creatively.
- Dependable, resourceful and reliable.

Desirable Skills

- Experience working in a customer facing role.
- Experience of using Spektrix or similar ticketing programs.
- Experience of cash handling.
- A knowledge of our programme and of the surrounding area.

Working style and Interests

- An energetic and self-motivated approach to work, with an ability to organise and prioritise, working effectively with minimal supervision.
- Ability to learn quickly and on the job.
- An interest in, and understanding of the hospitality and theatre industries.
- An understanding of the type of venue that The Yard Theatre is.
- A willingness to work flexible hours, including evenings and weekends.
- A willingness to contribute wholeheartedly to the efforts of the team.

**This is a guide to the role of Front of House Supervisor.
Responsibilities are likely to evolve with the post-holder.**