

Summerhall Fringe Front of House

Summerhall are currently looking for Front of House to join our team for the Edinburgh Festival Fringe 2019. Summerhall provides a challenging and exciting environment to work in, requiring a range of skills and personal qualities and encouraging professional and personal growth.

As a member of the Front of House team, you will be regularly interacting with the thousands of visitors we have daily, ensuring the smooth operation of the building and meeting the needs of visiting companies.

Role Description – Front of House

The Front of House position is the front line of welcoming and helping every customer who enters Summerhall. Providing an excellent customer experience is one of the primary roles.

Our Fringe programme for 2019 will see 140-150 shows while we will still have over 140 working residents, conducting their day-to-day businesses. During an extremely busy time across the venue, We are looking for people who have a knack for spotting visitors who might need our help whether that be for directions, guidance, advice on the programme or just a friendly face to talk to.

For such a large site, connecting ticket holders to venues quickly and efficiently is key.

Contract Term

Essential training over three dates between 22nd-24th July 2019.

Position starts: 31st July 2019

Position finishes: 26th August 2019

In line with our 2018 schedule please expect to work either:

- 5 days out of 7, up to approximately 10 hours per shift
- 6 days out of 7, approximately less than 10 hours per shift
- A mixture of both
- Please note this is subject to change based on the final programme.

Shows in most venues run between 0900-2300 (though some run as late as 0300), and once the festival commences there will be morning and evening shifts, as well as floating shifts and rotating shifts in offsite venues.

Direct Manager

Duty Manager(s) – TBC

Key Internal Relationships

Duty Managers, Box Office staff, General Manager, other Front of House staff.

Key External Relationships

Visiting customers, visiting companies.

Duties and Responsibilities will include:

- Announcing shows and efficiently filling/emptying audiences safely and accurately from their venues throughout the day with very tight turnarounds.
- Front of House are responsible for the appearance and flow of the building. Staff are responsible for keeping Summerhall clean and tidy and being a point of call for customers around the site.
- Full understanding of evacuation procedures and Health and Safety.
- Ensuring the public are directed to the correct venues at the appropriate times.
- Be confident with the full programme including areas out with your role.
- Provide advice and guidance to customers and the public in a friendly and efficient manner.
- Ensuring you understand the latecomer's policy, drinks policy and age restrictions to all events as they vary from performance to performance.
- Have great knowledge of our accessibility information.

Candidate requirements – essential

- Being confident and proactive
- You should be passionate about theatre, the arts and music and keen to advise and talk to our customers about our programme.
- Excellent time keeping and dedication to the role

Candidate requirements – desirable

- Previous experience in a Front of House or similar role

Remuneration

- Pay rate is £8.50 / hour
- All staff will receive a staff pass, which grants first-come first-served access to shows which are not sold out, and discounted food and drink on some products in Summerhall café & bars