



**Front of House
Festival 22**

SUMMERHALL

Summerhall

Summerhall is a world renowned multi-disciplinary arts venue. Summerhall – “One of the world’s great arts venues.” (Mark Cousins, The Guardian 2014) – is a venue for diverse programmes of visual and performing arts. It is a place for all kinds of events, parties, workshops, festivals, weddings and meetings. It is home to a varied community of creative artists and businesses, including a pub, café, brewery and distillery.

Summerhall has fast become a key arts organisation in Edinburgh, at festival time and throughout the year. Its Edinburgh Festival Fringe programmes have “rewired the Fringe” (The Stage), winning multiple Fringe First and Total Theatre awards, and bringing leading theatre-makers to the Fringe.



Front of House Role

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 2022 will see 105 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.

This role will involve daytime, evenings and weekends shifts., so full flexibility is required.

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





Who we are looking for

This job requires an enthusiastic, confident person who is interested in being part of a Fringe Festival environment.

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.
- Proactive and takes initiative.
- Ability to multitask.
- Excellent time keeping and dedication to the role

Enjoy working in a team

Desirable

- Previous experience in a Front of House or similar role



Principle Duties

Customer Experience

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.

Announcing shows and efficiently filling/emptying audiences safely and accurately from their venues throughout the day with very tight turnarounds.

Ensuring the public are directed to the correct venues at the appropriate times.

Be responsive to customer needs, escalate customer complaints and help us to recover poor service

Programme

Have a good working knowledge of our programme, able to make appropriate suggestions to our customers and making suggestions for up-sell.

Being inclusive about all our stakeholders, and our wider Accessibility.

Selling tickets through via our Box Office devices.

Process latecomers dependent on needs of each show.

Public Safety

Understand and implement our Emergency procedures.

Understand our Statutory responsibility in relation to our event licenses, including venue capacity, crowd control and safety procedures.

Understand how to escalate an incident, near miss or accident.

Climate Emergency

Help us meet our Climate targets by supporting our customers and stakeholders to use the correct recycling bins, and our wider reusable cup scheme.

Help us monitor and implement the flyer free venue.

Interested?

Terms

This is a temporary position starting 3rd August until 28th August.

Salary

£9.90 per hour

Training

You will need to attend compulsory staff training between 25th - 27th July.

12 hours of online training will be available from 1st July and can be completed in your own time.

How to apply

To Apply please send in a video of yourself of no more than 5 minutes and include the following details.

- (1) Your name and where you are from.
- (2) Details of your experience and why you think you would be right for the role.

And answer these three questions in the video:

(3) Have you ever dealt with a difficult customer or client? What was the situation and how did you deal with it?

(4) Tell us about your favourite event that you have been involved in.

(5) What is something we should know about you that isn't on your CV?

Closing date 16.06.22

Interviews 21.06.22

