



## **Young Vic Young Associate – Venue and Front of House**

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### **Job Summary**

The Young Associate – Venue and Front of House will work in close collaboration with the Operations department. The Young Associate – Venue and Front of House will be line managed by Paul Marshall, Theatre Manager.

**Responsible to:** Theatre Manager

**Salary:** £14,145 for 9 months (£18,860 pro rata)

**Hours:** 10am – 6pm weekdays, four days a week. Regular weekend and evening work will be required.

**Key objectives:** To work closely with the Theatre Manager and the operations team to help keep the Young Vic building running smoothly, and to ensure it looks and feels like new and presents a comfortable, safe and welcoming environment for all our audiences and visitors.

To support the Front of House Manager and usher team to ensure the success of the large range of events and activities that take place within the Young Vic, and to deliver the best customer service experience to our audiences and visitors at all times.

To help ensure that the Young Vic building is safe and secure.

To assist with keeping the Young Vic's service systems operational, efficient, and in line with all the Young Vic's policies and procedures

#### **Roles and responsibilities:**

##### General Operations

- Support staff from all departments by arranging and setting up space and equipment ready for the great range of activities that take place within the Young Vic building (for example setting up chairs and tables before a meeting and putting seat numbers into the right place before a production).
- Assist with booking in and managing maintenance contractors of all the building service systems including lift, fire and intruder alarm systems, heating, ventilation, cooling, plumbing and general housekeeping.
- Learn how to set up and manage the Young Vic phone system for new staff.
- Assist with maintenance visits from office equipment suppliers (e.g. photocopier and franking machine).
- Attend weekly Departmental and General Staff Meetings.

- After training, assist the Operations Assistant with the setting up and maintenance of office IT systems and equipment keeping office systems running smoothly.
- Assist with keeping storage areas tidy and organised and checking that the building is well stocked with all sanitary goods and cleaning materials and cleaned to a satisfactory standard.
- Ensure that the Green Room is always well stocked and tidy.
- Liaise with the Cut Bar as required regarding building operations.
- Assist the Theatre Manager to deliver the Young Vic's environmental objectives – for example help monitor energy use in order to reduce the YV's negative environmental impact.
- Be trained on relevant current Health & Safety and Fire Alarm procedures and other Building Systems.
- As directed by the Theatre Manager become familiar with the systems to operate the theatre (excluding the performance based technical systems).

#### Venue Management

- Work closely with the Theatre Manager and Welcome Team Manager in order to achieve the best possible environment and experience for our Audiences and Visitors delivering first class customer service through work on the Box Office and reception. Duties will include selling tickets, dealing with the post, putting up posters and carrying out building checks for cleanliness
- Help to keep all areas of the building clean and inviting at all times by clearing and tidying up, replacing posters or bulbs etc or reporting any larger problems as they arise.
- Carry out simple maintenance and repairs such as touching up paint-work and vacuuming the theatre space before a show.
- In the run up to all first Previews and through to Press Night, assist the Theatre Manager to ensure that all auditoria and Public Circulation spaces are properly maintained, clean and inviting and that seating configurations are correct, in liaison with Box Office and Front of House.
- Ensure all signage throughout the building is clear, adheres to legal and company guidelines and is well maintained.
- Check that furniture and equipment throughout the building is fit for purpose and report any issues to the Theatre Facilities manager.
- Have up to date First Aid training and assist the Theatre Manager to ensure that First Aid supplies are adequate and the Accident Book is up to date and used as required.
- Have up to date training in Fire Safety and check Fire escape routes on a daily basis

#### Front of House

- Work with the Front of House (FOH) Manager to assist with the preparation of Seasonal contracts, ensuring these are issued and returned in good time.
- Work with the FOH Manager to ensure ushers rotas are prepared in good time and accurately reflect show needs and usher availability.
- Work with the Duty Managers and Head Ushers on shows as required.
- Assist in the preparation of weekly payroll for the FOH team.
- Assist in weekly cashing up of money received and with the banking of this.
- Ensure floats for the FOH team are maintained at proper levels and change orders are both compiled and provided weekly for all shows.
- Assist the FOH Manager with maintaining the records of Seasonal and Casual ushers.
- Work with the FOH Manager on the staffing for all events held in the building to ensure safe working practice is maintained.

## General

- Understand and act within all the Young Vic Policies including, Child Protection Policy – to protect young and vulnerable people working with the Young Vic, and to ensure that all staff feel secure in working alongside these groups, Equal Opportunities and Diversity Policy and Dignity at Work Policy- to create an environment where all staff, artists and visitors are respected and to ensure diversity is rooted in the day-to-day work of the theatre, its core vision and objectives.
- Be an active and supportive member of the Young Vic staff team.
- Provide the highest level of customer and audience care and service at all times.
- Any other reasonable duties that arise to fulfil the objectives of the Young Vic Theatre Company.

## Person Specification

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### Programme Criteria

- All applicants must be aged between 18-25
- You must live in Southwark
- You must have the right to live and work in the UK
- You must be able to commit to the programme from October 2017-June 2018 for four days a week.

### Skills required

- Excellent communication skills and a supportive team member
- Some experience with Microsoft Office, especially Outlook and Excel
- Attention to detail
- Ability to work on your own initiative
- Reliability
- Ability to work under pressure on occasion
- A desire and willingness to learn
- An interest in theatre and the arts