



Job Application Pack

Front of House Assistant

May 2022

We are looking for Front of House and Box Office Assistants to support the running of Dreamachine, presented by NI Science Festival in partnership with Collective Act. Dreamachine is a new immersive experience, as part of UNBOXED: Creativity in the UK.

UNBOXED: Creativity in the UK will take place across Northern Ireland, England, Scotland and Wales. It will deliver a programme of ground-breaking new commissions with the ambition of providing unforgettable experiences and reaching millions, bringing people together and promoting creativity across the UK. Ten creative projects have been selected following an extensive R&D programme and rigorous assessment process to form UNBOXED's commissioned programme.

Led by Chief Creative Officer, Martin Green CBE, a new organisation, UNBOXED 2022 Ltd, has been established in Birmingham to curate, manage and promote the festival; working with strategic delivery bodies within each nation to devise, deliver and commission the programme. This investment comes at a time of need for sectors impacted by the global pandemic and will support the creation of work and jobs.

28th June in Belfast - Paid ticketing training days. Availability for these days is essential.

Additional paid training days will take place in the week beginning 18th July.

Friday 22 July - Sunday 4th September 2022. Shift work with an average of 30 hours per week to include weekend and evening work.

Location: Carlisle Memorial Church, Belfast

Rate of Pay: £10.00 per hour, equating to £19,500 annual salary with full time hours. Travel expenses will not be included.

Outline:

We are looking for a number of Front of House Assistants to join our Belfast team on a fixed-term basis. This is an exciting opportunity to play a pivotal role in a powerful new immersive experience

that offers audiences an entirely new way of connecting to themselves, and each other. Front of House Assistants will be responsible for delivering front of house processes and will offer advice and support with ticketing for the experience in Belfast.

You will have previous experience of working in a customer service role, such as an arts venue or in retail or hospitality and will be passionate about delivering a first-class audience experience. You'll take pride in your work and have strong interpersonal skills and be confident in dealing with audiences in a fast-moving live environment.

This role includes training. All staff must attend a training programme in Belfast on June 28th and additional days in the week beginning 18th July, for which you will be paid. The training will include operational training along with an introduction to the experience and the related spaces.

We are committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We value diversity in our practice, encourage applications from all backgrounds and do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background.

Key Responsibilities:

- Providing a consistent, informed, and inclusive welcome to all visitors and enquirers
- Act as a champion for the experience, establishing a relaxed and safe environment that allows everyone to have the best and fullest experience possible
- Provide general information to visitors about the project and the building facilities
- Delivery of all front of house processes, including visitor greeting, checking tickets, checking audience ID and answering enquiries from walk ups
- Queue management, for ticket bookers and walk-ups, ensuring the audience journey is smooth and on schedule
- Being an informed member of the team, keeping abreast of project information and disseminating information to visitors; responding to visitor questions, including complaints, and referring to the Visitor Experience Manager where appropriate
- Supporting the Visitor Experience Manager in dealing with all front of house operations, specifically with any emergencies, security incidents or accidents
- Following all health and safety, security and evacuation procedures
- Supervision of the live experience space
- Resetting and sanitising equipment and event spaces

- Reporting customer feedback for inclusion in daily reports
- Helping to maintain a positive, flexible and collaborative working culture
- Operating in accordance with company practices, policies and procedures including diversity and inclusion, safeguarding, employment, health and safety and equal opportunities
- Other duties as required

Access NI check

We aim to provide a safe environment for all our visitors and staff. As this role will require you to work closely with members of the public, including vulnerable adults, you would be required to apply for an Access NI check if you were offered the role. This is in line with our Safeguarding Policy and is a key requirement of this role.

Person Specification:

Essential

- Interest in participatory art projects;
- Experience of working in a customer service role and dealing with the public;
- Strong interpersonal and communication skills, and the ability to adapt approach according to differing needs;
- Experience in taking the initiative, and the ability to pre-empt and support any visitor needs;
- Good organisational skills and punctuality;
- Ability to work as part of a team;
- Patience when talking to the public, including in difficult situations;
- Strong collaborative skills with an ability to foster good working relationships with a range of colleagues;
- A commitment to inclusion and diversity and how to apply this commitment to your daily work.

Desirable

- Experience of working in a box office or front of house role;
- Experience of helping to facilitate complex public activities;
- Good knowledge of Health & Safety, safeguarding and accessibility procedures;
- First aid qualification.

To apply

Please email stephanie@nisciencefestival.com with 'Front of House Assistant Application' in the subject line and submit a recent CV and a cover letter outlining your suitability to the role, with

specific reference to the person specification. Please also complete an Equal Opportunities Monitoring form alongside your application.

Equal Opportunities Monitoring form: [Link can be found here](#)

If you would like to discuss an alternative format for making an application, please email stephanie@nisciencefestival.com.

Please state if you have a valid First Aid qualification.

Deadline: Monday 30th May 2022. Applications will be considered on a rolling basis, and we reserve the right to close applications early.

This candidate search is being conducted by NI Science Festival Ltd. We may share your application details with our recruitment and project management partners. Job applications and personal details for unsuccessful applicants will be deleted within six months of receipt.

NI Science Festival Ltd, Botanic House, 1-5 Botanic Avenue, Belfast BT7 1JG Company no. NI624114, Charity Number NIC100332.