



House Manager Job Vacancy

Part-time post offering 15-hours a week at £12.13 per hour.

The Forum is a successful charity run community venue providing a wide range of activities. It is Northallerton's main performance venue, offering cinema, theatre, music and comedy to name but a few. It also provides the base for many community groups from the town and surrounding area. Looking at our website www.forumnorthallerton.org.uk will give you a taste of what we do. This is an exciting time to join The Forum as we celebrate our 50th anniversary.

Reporting to the General Manager, this post will have a key role in managing our programme of events and ensuring that all our customers and users of the building have a superb experience of the Forum. The successful applicant will be part of a small team of paid staff that is supplemented by volunteers assisting in the box office and administrative support, and front of house at all events.

Ideally you should have customer service experience with a background in events management. You will need to demonstrate a 'can do' attitude and the ability to stay calm under pressure. The post will involve setting up our spaces ready for hirers (tables, chairs & raked seating). Due to the nature of our work, the postholder will need to work flexible hours to meet the needs of the programme of events and hires, this will involve evening and weekend working.

To apply for the position, please visit www.forumnorthallerton.org.uk/page/job-vacancies for the job specification, additional information and an application form.

If you have any questions, please contact Ian McCarthy, General Manager, at the Forum, on 01609 776230 or by email at ian@forumnorthallerton.org.uk

Closing Date: Midnight on 2nd December 2024, interviews are likely to be held 9th & 10th December 2024.



House Manager Job Description

HOURS	15-hours a week, averaged over a 4- week period The normal weekly hours will be planned, to suit the different requirements of events and hires, and will include evening and weekend work
HOLIDAY	Holiday entitlement is based pro rata on 30-days annual leave including Bank Holiday days
WAGES	£12.13 per hour
DIRECT MANAGER	The Forum General Manager
RESPONSIBLE FOR	Whilst acting as House Manager: Volunteers and Staff who may be present for the event
PURPOSE OF THE POST	The post will provide high quality event and house management. When formally in charge of the building as House Manager, he/she will ensure that customers, users of the building and members of the public have a superb experience of the Forum, and that all procedures, including those for health and safety and finance, are followed at all times.

KEY RESPONSIBILITIES

HOUSE MANAGEMENT

- ❖ Providing all users of the Forum with a professional and friendly welcome, and excellent customer service
- ❖ Ensuring that events at the Forum always run smoothly, responding to and resolving problems or incidents as they arise including dealing with any customer complaints, and helping make the Forum an excellent venue for audience members and people or organisations running events.
- ❖ Being responsible for the building and facilities, including health and safety, heating, cleanliness, and customer service
- ❖ Opening and preparing the building for use and locking up and securing the building
- ❖ Setting up equipment for Forum users, e.g., table layout, raked seating as required.
- ❖ Assist with setting up staging, sound, lighting, and cinema equipment.
- ❖ Co-ordinating and supervising any volunteers and staff who may be present
- ❖ Responding to any First Aid incidents and ensure that appropriate action is taken dependent on scale of injury or illness
- ❖ Carrying out necessary administrative tasks, including financial procedures, during the shift; regular reporting of events, including any major incidents or issues, to the Forum Manager for attention and prevention in future
- ❖ Any additional duties as requested by the Forum Manager



TEAMWORK

This post is part of a small team of paid Forum staff, supplemented by volunteers on particular duties, the jobholder needs to work flexibly and develop a sense of team working and community involvement. There will be a further need to contribute to team working to ensure that, at all times, the Forum is presented as an efficient, professional, and accessible venue. There will be occasions where you will be asked to assist the Facilities Assistants.

House Manager: Person Specification

ESSENTIAL QUALITIES

- ❖ Excellent customer service and experience of working with the public.
- ❖ Good IT skills
- ❖ Strong verbal and written communication skills
- ❖ Experience of working as part of a team, including managing and leading people
- ❖ Strong organisational and problem-solving skills
- ❖ A 'can do' attitude, and the ability to stay calm under pressure
- ❖ Proven track record of punctuality, reliability and good time keeping
- ❖ Proven trustworthiness
- ❖ Excellent attention to detail
- ❖ Ability to work alone and respond to verbal or written instructions from the Forum Manager
- ❖ Ability to work unsociable hours in line with the demands of the post and the organisation
- ❖ Enthusiasm to make a difference to this community-focussed facility
- ❖ Experience with cash handling processes

DESIRABLE QUALITIES

- ❖ Experience of events management
- ❖ Experience of working with volunteer teams.
- ❖ Experience of House Management of a building used by members of the public.
- ❖ Experience of managing a volunteer team
- ❖ Experience of / interest in setting up sound, lighting, and cinema equipment
- ❖ Experience of working at an arts venue or similar
- ❖ Knowledge of Health and Safety procedures and best practice
- ❖ First Aid Qualification