



## Job Description for role of: Front of House Supervisor

**Supported by:** Volunteer Coordinator

This is a voluntary position to be undertaken from Wednesday 27th June to Monday 2nd July 2018, plus a half day of training prior to the festival (date will be negotiated when all positions are filled). The role will also require reliable communication via email and phone prior to the festival dates.

### **Our Vision**

Fringe TheatreFest is modelled on the way that Canadian Fringes operate. The overall aim is to provide a low-cost, supportive environment and a level playing-field. The festival is not juried or curated - selection is by picking names from a hat for Regular Venues and in order of application for Found Venues and Outside Performances. No distinction is made as to the status of the companies - amateur, professional, student or whatever.

### **Principal Responsibilities**

The Front of House Supervisor ensures the smooth operation of the venue they are situated in. Their responsibilities will include but may not be limited to the following.

- Assist with the setup and strike of the front of house areas before and after the festival
- Ensure your venue has all the resources and staffing needed to function reliably and efficiently
- Keep all front of house materials organised to festival standards
- Ensure that all festival policy and procedure is followed
- Provide in the moment training and mentoring to volunteers
- Maintain a tidy and safe front of house area, putting into practise risk assessments
- Assist box office at peak times
- Assist with crowd control during highly attended performances
- Record and report to volunteer coordinator any injuries, incidents or near misses
- Answer or find answers to questions asked by volunteers, companies and customers
- Know the evacuation procedure and oversee any evacuations that might occur
- Maintain reliable communication via both email and phone during and prior to the festival

### **Personal Attributes**

The Front of House Supervisor is someone that the team can comfortably approach and who listens to their concerns. They will think creatively to make their venue and resources work in an efficient, safe and enjoyable manor. They will be able to find answers to any questions thrown at them and think laterally to overcome unforeseeable obstacles. They can relate to and work with a wide variety of personalities. Unfamiliar processes or systems do not phase them but instead, they can quickly learn them. A Front of House Supervisor will therefore demonstrate a good proficiency in the following competencies:

- Approachability
- Creativity
- Dealing with ambiguity
- Interpersonal Savvy
- Problem Solving
- Technical Learning

### **Desirable Skills and Experience**

- Experience working in a performing arts organisation
- Experience using digital box office systems
- Good IT skills

*Fringe TheatreFest is about a whole variety of people and institutions coming together to make something extraordinary happen. And the volunteers are the lifeblood of the whole enterprise.*