



JOB DESCRIPTION

TEVIOT VENUE SUPERVISOR - SUMMER 2021

Job Title: Teviot Venue Supervisor

Reports To: Head of Operations

Based at: Teviot Row House

Engagement Period: 4-29 August 2021 plus online training in advance (date/time to be confirmed)

Rate of pay: £9.30/hour

Contracts: Part-time or full time

Hours: Full time - 7-8 hour shifts with 30 minute compulsory unpaid break, 6 days/week including a combination of daytime, evening and weekend shifts. Some part time roles may be available.

Restrictions: Applicants must be 18+ and have legal right to work in the UK

Context

Gilded Balloon is one of Scotland's leading entertainment venues with the best of live entertainment. The company started in 1986 and has been producing shows and operating venues at the Edinburgh Festival Fringe ever since. After the Fringe being cancelled in 2020 we are excited to be back in 2021! This year we have reimagined our programme to comply with government guidelines related to the COVID19 pandemic. We will be operating a (yet to be confirmed) number of spaces at our Fringe home in Teviot Row House and are looking for a fabulous team to support us and give our audiences the experience they've been craving!

About the role

Venue Supervisors will oversee the team of venue assistants and work closely with box office, production team and venue operators to ensure the safety of audiences. The role would be ideal for someone who has worked front of house in a busy theatre environment or festival before and thrives on being at the heart of a busy team!

Duties include:

- Supervising a team of venue assistants across the building including ensuring staff fulfill their duties and patrons are well looked after
- Mediating customer conflicts and being the point of escalation for staff and knowing when to further escalate issues to management or security
- Assisting staff with operational tasks such as queuing, scanning tickets and seating audiences
- Ensuring show start and end times, audience numbers and issues are reported to management as required

- Ensuring excellent front of house service; allocate and support staff throughout the shift to maintain efficiency and safety
- Monitoring and maintaining cleanliness of back of house areas including dressing rooms, staff rooms and storage areas, getting staff to clean and disinfect regularly
- Having a full understanding and enforcing health and safety regulation relevant to your role
- Being confident in following emergency procedures such as lost children, evacuation, active attacker protocol and first aid policies
- Understanding and actively supporting all company policies
- Following and enforcing COVID19 procedures including mask wearing, sanitising and following one way systems
- Reporting to the Head of Operations regularly
- Communicating across departments to ensure the safest and highest level of service
- Completing other reasonable duties as requested by the Manager.

What we are looking for...

- Previous experience in a front of house or customer service role
- Previous experience managing or supervising a team
- Excellent communication skills
- Confidence using your own initiative and working as part of a team
- Available to work a variety of hours including evening and weekends throughout the contract period

In addition to the above, it would be nice to have...

- Previous experience of working as part of a front of house team, as a member of staff or supervisor, in a venue or at a festival
- A passion for the arts industry
- And, of course, a sense of humour

How to Apply...

To apply for this role, complete the application form at

www.gildedballoon.co.uk/about/work-with-us

You can contact emily@gildedballoon.co.uk if you have any questions or would like an alternative way to apply.

General Recruitment Information

- We get a high volume of applications for many of our roles so unfortunately we are only able to contact those selected for an interview.
- Interviews will take place on Zoom or Skype throughout June and July.
- All post holders will be issued a contract/agreement to sign prior to beginning work with us.
- All staff will be given training and inductions relevant to their role.
- We are unable to contribute to accommodation, living and travel expenses.
- Gilded Balloon is an equal opportunities provider and encourages applicants from diverse backgrounds. Email us if you would like a copy of our Equality, Diversity and Inclusion Policy.