

Recruitment Pack

Front of House & Café Assistant



About The Roses

The Roses is a 370 seat, mixed arts centre in Gloucestershire, and the largest cultural organisation in the Borough of Tewkesbury. It welcomes around 80,000 visitors every year and provides a unique cultural offering to the local community and tourists visiting the medieval market town of Tewkesbury.

Originally built in 1974 to be the cultural heart of Tewkesbury, it now boasts a nationally renowned programme of British and international independent cinema, screening up to 600 films a year, and stages a vibrant live arts programme that includes theatre, music, panto and comedy.

An extension in 2015 expanded the venue's front of house space and created a new bar and coffee shop where the public can enjoy a pre-show and interval drinks as well as live entertainment including jazz and folk music and stand up comedy.

A Centre For Community Creativity

The Roses is a recognised centre for arts participation serving audiences across Gloucestershire and South Worcestershire, with a specific focus on serving under-represented groups and areas of low engagement. Current and past initiatives include:

- **Feel Good Digital Festival 2020** – a participatory programme of free workshops, masterclasses and creative groups that ran from July – Oct 2020. It provided paid employment to over 30 local creative and arts freelance practitioners impacted by Covid-19.
- One of 10 UK cinemas selected to take part in the **BFI Young Audience Generator**, a year long participatory initiative in 2021 engaging young people in programming and experiencing British & Independent cinema
- Weekly and monthly **creative groups** include Tewkesbury writers group, The Roses Choir, weekly knitting and painters group; all providing vital social and creative activities every month
- **Engaging Younger Audiences Project 2021** - a new programme of facilitated marketing and programming workshops for 14 to 25 year olds that will contribute to organisational development and rebuilding marketing infrastructure

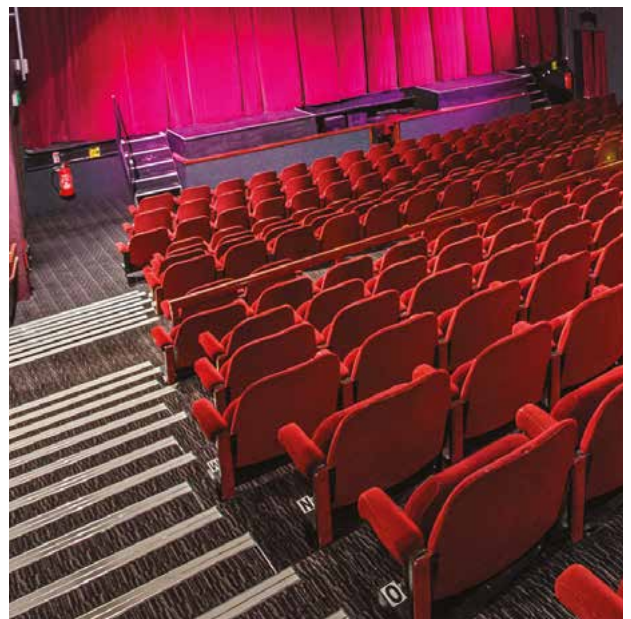
- The Roses **volunteer scheme** with nearly 100 active participants – the volunteer scheme provides a vital social lifeline to many of those involved, particularly over-70s experiencing isolation
- **Your Future** - a creative workshop project aimed at families who have experienced domestic abuse supported by the Big Lottery Fund, Tewkesbury Borough Council, Gloucestershire County Council
- **Reaching Communities** - a young persons project to improve mental health and wellbeing, that included a funded Community Builder role
- **Take Part** department - engaging & inspiring younger generations including a young persons programming panel, Artsmark awards, and training across on and offstage venue roles



Mission

The Roses is the cultural heart of Tewkesbury and the surrounding areas, and is a community resource that aims to create change in the following areas:

- **Enrichment and Education** - in 2021 the theatre will launch a new 'Get Creative' department focused on participation and educational opportunities
- **Community and Belonging** – The Roses is a place that welcomes everyone, and we use our resources to support people and communities that are isolated or marginalised
- **Accessibility** – our programme is built to enable everyone to have access to art and culture, and ensure all forms of art and culture are celebrated through a diverse and vibrant programme



Find out More

You can find out more about The Roses, including current events and projects, by visiting the theatre's website at www.roses theatre.org



KICKSTART SCHEME

This role is offered as part of the government's **Kickstart** scheme. The Kickstart scheme is for 16 - 25 year olds currently on Universal Credit and looking for work. It provides meaningful employment that will help improve your skills, bolster your CV and be a stepping stone to a flourishing career.

To apply for this role please ask your Job Centre representative for a referral to The Roses and email jessica.brewster@rosetheatre.org to request an application form.

Job Description And Person Specification

The Front of House & Box Office Assistant role supports the Roses customer teams. It will provide administrative support to the Front of House Managers and the Box Office team leaders, as well as support the wider theatre in delivery some exciting new projects:

In 2021 young people are being put at the heart of the theatre and its programme. The Roses will be launching two initiatives: a new participatory department, 'Get Creative' that will include a 'Young Creatives,' a multi-arts group that will meet weekly and develop performance, film and other live entertainment like gaming; and Young Audience Generator, a British Film Institute and Arts Council funded initiative to attract more young people to the venue. As part of this young people will have a say in what we programme and how we market ourselves.

This role is an excellent opportunity for someone with a creative mindset to have a big impact on the theatre and young people in Tewkesbury.

Main Responsibilities

- To provide daytime Front of House duties at the theatre
- To co-ordinate and support daytime users of the theatre
- To support the Director and Programmers to implement, administrate and market the Young Audience Generator initiative including development of the programme and events
- To support the Director and Marketing Manager create a marketing plan for the Young Audience Generator Project to attract more young people to The Roses
- To provide excellent customer service at all times
- To be Front of House Manager for Young Audiences & Participant groups
- To support Box Office where needed including internal marketing, post and customer management
- To keep the building neat and tidy at all times
- To provide Health & Safety support where needed to the Front of House Managers and the Tech Manager
- To support the Director develop in-house fundraising
- To support the Director and Programmers to implement, administrate and market the Young Audience Generator initiative including development of the programme and events
- To support the Front of House Managers open and close the theatre
- To support audiences into and out of live and film events
- To help manage and co-ordinate any special events at the venue

Essential skills, experience and qualifications required

- Excellent customer service
- Excellent communication skills

Details of employability support (training opportunities/mentor)

All placements at The Roses will have:

- An action plan set out by line management, including tasks and objectives
- Monthly appraisals to identify areas of development and growth
- CV building workshop
- Monthly coaching sessions with The Roses' Director to identify future employment goals
- Training on microsoft applications
- Provided with first aid training, a range of Health & Safety Training
- Provided with basic fundraising training
- Basic social media training
- Support given to each young people to identify job opportunities relevant to new skills and future goals
- Monthly mentoring sessions with the Theatre Admin and/or Director

Terms and Conditions

Hourly rate of pay: Meets minimum wage

Number of hours per week: 25

Working pattern and contracted hours (including any shift patterns): 9.45am – 2pm

