

NOTTINGHAM PLAYHOUSE

Recruitment Pack

WELCOME TEAM AUDIENCE ASSISTANT

October 2024

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Supported using public funding by
**ARTS COUNCIL
ENGLAND**

NOTTINGHAM PLAYHOUSE
UK'S MOST WELCOMING THEATRE



JOIN OUR SEASONAL WELCOME TEAM

Nottingham Playhouse is seeing friendly and confident people from all communities in our city to join our team of **Audience Assistants** for our busy Christmas period and help us welcome audiences. If you love helping, talking to people and making them smile, we'd love to hear from you.

Nottingham Playhouse welcomes over 120,000 visitors to our theatre every year and it's our Welcome Team members that make sure all our audience members and visitors have an enjoyable and memorable experience.

As an Audience Assistant, you'll be welcoming audiences into our theatre, helping to manage audience safety from the moment visitors arrive, throughout the live performance and in the event of an emergency. You'll also support those who may want additional help to access all our services and facilities, as well as selling drinks, programmes and ice creams using point of sale systems. Most importantly, you'll provide a calm, efficient and reassuring service.

We'll provide training in Health and Safety, Customer Service, Disability Awareness, and Security to ensure all audience members and visitors have a wonderful experience during their visit. We hope the training may also be valuable to you away from work.

Positions will be offered as a fixed term (11 November 2024 – 19 January 2025) zero-hours contract within a monthly rota. You'll need to be available for weekday daytime work as well as having good availability for evening, bank holiday and weekend work when our performances take place.

Benefits of working here include:

- Free/discounted tickets and Playhouse Pass membership
- Discounted travel and parking
- Free access to our Employee Assistance Programme
- Cycle to Work scheme and more.

Nottingham Playhouse is committed to a policy of diversity and inclusion, creating a workforce representative of the diverse communities we work with. Our workforce is currently under representative of certain communities and we are taking positive action for equal opportunities through the recruitment process.

We would like to help you to fully participate in the application process. If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, support in completing your application, or you would like an alternative way to apply, please contact us at recruitment@nottinghamplayhouse.co.uk to discuss a suitable format, or ring our Stage Door on 0115 947 4361. Please leave a message with your full name, contact information, your address (if you need paperwork posting to you) and details of your request.



ABOUT NOTTINGHAM PLAYHOUSE

We create theatre that's bold, thrilling and proudly made in Nottingham.

Awarded the UK's Most Welcoming Theatre by UK Theatre in 2023, and Regional Theatre of the Year 2019 by The Stage, Nottingham Playhouse is one of the country's leading producing theatres. We create a range of productions throughout the year, from timeless classics to innovative family shows and adventurous new commissions.

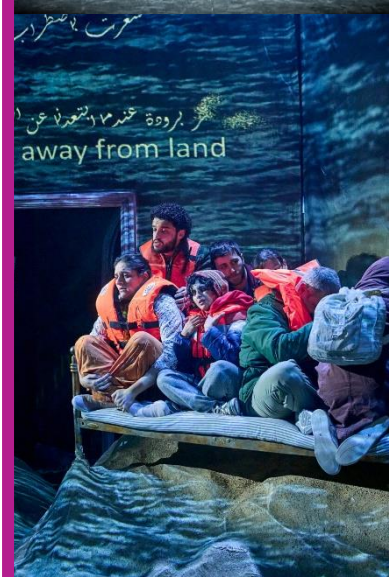
Under the leadership of Chief Executive, Stephanie Sirr MBE and Artistic Director, Adam Penford, we are mounting more varied and ambitious productions, attracting a host of high-profile performers and creatives, garnering increased media attention and commercial interest.

We want our theatre to be a space where everyone feels they belong, and we use our stage to tell diverse stories that reflect our city. Our wide-reaching participation programmes create life-changing experiences for our community and we also support the next generation of theatre-makers in the East Midlands through our extensive Amplify programme.

Nottingham Playhouse is a registered charity (no. 1109342). All of the funds we raise help to ensure we're reaching as many people as possible to give them new opportunities and create lasting memories.

Our building has grade II* listed building status and is home to Anish Kapoor's *Sky Mirror*.

Click [here](#) to watch our introductory video.



WHAT OUR COMMUNITY THINKS

"Honestly, the final few minutes of the first act were some of the most captivating, powerful and heart wrenching I've seen on stage. Incredible!"

– Audience member on *The Madness of George III*

"Nottingham Playhouse has a very special place in my heart. At the age of 16, my school placed me at the theatre for my work experience... Without [them], I wouldn't have the career I do now."

– Indhu Rubasingham, Artistic Director of Kiln Theatre

"The actual performance was an incredible experience. Firstly, just to be on the Nottingham Playhouse stage was a dream for all of us. But to be a part of such a powerful, visceral production was an absolute privilege."

– Lisa Chamberlain, on her experience as a member of our community ensemble during Gary Clarke Company's production of *COAL*.

NOTTINGHAM PLAYHOUSE IN 2024

Our exciting 2024 programming opened with a thrilling adaptation of Philip K. Dick's *Minority Report*. This was followed by a gripping, intimate revival of *The Children* and an exploration of sisterhood and creative expression in new commission *Liberation Squares*. The spring season concluded with *Punch* by James Graham, a fascinating new play about toxic masculinity and the incredible power of forgiveness.

This summer, *The Trials* gave a voice to the young people who have no choice but to live with the consequences of climate change. Our highly anticipated, brand-new production of *Dear Evan Hansen* premiered in September, marking the first time that the Broadway and West End phenomenon is touring the UK and Ireland. Following this is *A Raisin in the Sun*, a groundbreaking family drama full of humour and heart.

Looking ahead to Christmas, our legendary pantomime reaches new heights with *Jack and the Beanstalk*. Younger children can look forward to a brand-new retelling of *The Ugly Duckling*, for which the writer, composer and director are all being selected through an open call-out.

OUR VISION, MISSION AND VALUES

The essence of who we are is to **create wonder in Nottingham**. We believe that, through theatre, being transported to different worlds broadens our horizons, that by being positive, relevant and devoted we provide an experience, not just a stage. At Nottingham Playhouse, we give a voice to untold stories and cultivate life-changing experiences. Our theatre is a place where everyone belongs, a place of entertainment, heart and joy.



NOTTINGHAM PLAYHOUSE

Our vision is to create high quality art that is truly accessible and representative of both our heritage and our rich diversity. We aim to be a nationally recognised destination theatre, a producer of “must see” work and a venue that welcomes everybody to be entertained, surprised, delighted and challenged by work that is bold, brilliant and relevant. Working in partnership with exciting artists and companies regionally, nationally and internationally, we create theatre that puts Nottingham Playhouse on the map.

We exist for the benefit of the people of our region – be they audiences, participants or artists. As a publicly-funded organisation we commit to ensure that our demographic of opportunity reflects the demographic of our catchment – including gender, ethnicity, sexuality, socio-economic standing and disability – to be not just world-class but also truly inclusive in all areas of operation, including to recruit and pay fairly. To strengthen our actions we established a Diversity in the Workforce Working Group to ensure that we are doing all we can to recruit a more representative workforce.

This group recently merged with our Anti-Racism Action Group, launched in January 2021 to examine the wider culture and environment at Nottingham Playhouse. The group advises the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality, with the aim of ensuring that we are a safe and fully representative organisation, which reflects the full breadth and richness of diversity within our community. We have created an on-line system for Reporting Racist Incidents.

A core value of Nottingham Playhouse is to proactively create and support opportunities for cultural participation for all ages, for all backgrounds. We also work in supportive partnership with a very wide range of stake holders to cement our position as an organisation with a strong artistic vision that includes the development of artists.

Nottingham Playhouse is a founder member of [Ramps on the Moon](#), a member of [PiPA](#) (Parents and Carers in Performing Arts) and a [Family Friendly theatre](#). We are committed to the [UK Theatre/SOLT Ten Principles](#) to encourage safer and even more supportive working practices in theatre and have signed up to the [Old Vic Guardians initiative](#). Find out more about Nottingham Playhouse by visiting our [website](#) or our [YouTube channel](#).



PARTICIPATION AND THE COMMUNITY

At Nottingham Playhouse, our diverse, local community are at the heart of everything we do.

We run over 60 different programmes for people of all ages, experience and interests at Nottingham Playhouse, including:

- Weekly Young Companies.
- Homegrown – a pre-professional training scheme for writers, directors, producers and performers aged 16-25 to develop their skills and industry practice.
- Conversation & Creative Cafe – a safe space for Refugees and people seeking asylum to meet, socialise and be creative.
- Playhouse Platform and Open Stage Young Company for autistic learning-disabled adults and children.
- Our Life-Long Learning and Encore programmes provide a range of regular skills classes and meet-ups for adults.
- Our Shine programme is a long-running outreach programme, that now comprises 14 regular, free to access, drama groups for young people across the city and county. This includes specialist provision with Queens Medical Centre Hospital School and Nottingham Education Sanctuary Team (NEST).
- Family Festivals during half terms, as well as a large variety of shows and projects throughout the year in our venue and in libraries around the city and county.
- In 2023/24 we had over 40,000 engagements with a huge variety of participants.
- All of our participation programmes have bursary places available to ensure finances are not a barrier to engagement



WELCOME TEAM AUDIENCE ASSISTANT

Job Description

Responsible to: Welcome Team Managers
Welcome Team Duty Managers
Operations & Theatre Manager

Purpose:

- To deliver an outstanding customer experience, providing a friendly, efficient and welcoming environment.
- To ensure the safety and well-being of audiences whilst at Nottingham Playhouse.
- To sell programmes, merchandise and refreshments.

Duties include:

- Providing a warm and friendly greeting to all our audiences and visitors, answering their questions and engaging with them to ensure they have a great visit.
- Guiding visitors to our facilities, such as the toilets, bar and access services, as well as their seats.
- Delivering a positive customer experience through selling ice creams, programmes, merchandise and more.
- Proactively offering support to those who may need additional assistance.
- Confidently informing visitors about the services we offer which could support and enhance their experience with us.
- Monitoring the public on the premises and enforcing Nottingham Playhouse's policies regarding audience behaviour.
- Ensuring customers enjoy and value their visit by preparing the public areas of our venue, presenting a safe, clean and organised environment.
- Following our procedures to keep all visitors:
 - safe - by following evacuation and security procedures; and
 - happy - by assisting them promptly or finding support from senior colleagues.

General

- To maximise income and minimise expenditure at all times
- To always act in the best interests of Nottingham Playhouse
- To take positive action to promote Diversity and Inclusion in all aspects of the work of Nottingham Playhouse. Engaging fully with all initiatives to promote diversity within Nottingham Playhouse
- To abide by Nottingham Playhouse policies such as Health & Safety, Diversity and Inclusion, Safeguarding, Data Protection, Environmental Sustainability etc.
- To support Nottingham Playhouse in achieving its Carbon Literacy and sustainability strategy
- To maintain confidentiality in all areas relating to Nottingham Playhouse
- To carry out such other duties as may be reasonably expected of the post.

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WELCOME TEAM AUDIENCE ASSISTANT

Person Specification

We use these criteria in the shortlisting process, so it is important to explain how you meet them in your application form. Give us examples of what you have previously done that show us how you could be right for the role.

Criteria	Assessed at	
	Application	Interview
Values and respects others at all times	✓	✓
Confident, friendly and approachable with excellent communication and interpersonal skills	✓	✓
Enthusiastic and committed to delivering positive visitor experiences	✓	✓
Experience of working with the public	✓	✓
Experience of working successfully as part of a team	✓	✓
Ability to maintain a calm and professional manner in pressurised situations	✓	✓
Honest and reliable	✓	✓
Frequent weekend and evening availability throughout the duration of the contract	✓	✓
Flexibility and willingness to work overtime when required	✓	✓
Aged 18 years or over	✓	✓

Nottingham Playhouse is committed to developing and nurturing its employees. For this role, candidates do not need to have every skill on the Person Specification, but should be able to demonstrate their potential ability to learn them with the appropriate training and support.

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WELCOME TEAM AUDIENCE ASSISTANT

Terms and Conditions

Salary:	£11.90 per hour Payable weekly in arrears by credit transfer
Hours:	Zero hours contract, shifts as per rota. Rota prepared and agreed one month in advance. Minimum 3½ hour call per shift. To be on duty 1 hour prior to curtain up for performances. Some Sunday and Bank Holiday working will be required.
Type of Contract:	Zero Hours, Fixed Term (11 November 2024 – 19 January 2025)
Overtime:	As per UKT/BECTU national and House Agreement
Probation Period:	2 weeks
Notice Period:	4 weeks in writing by either party
Place of work:	Nottingham Playhouse
Uniform:	Nottingham Playhouse provides a branded shirt. The Welcome Team Member is expected to wear appropriate black trousers or skirt and appropriate footwear.
Holiday:	In line with the UKT/BECTU national agreement and House agreement
Pension Scheme:	Contributory staff pension, 5% employee and 4% employer Nottingham Playhouse workplace pension scheme is provided by NOW:Pensions
Other Absences:	In line with the UKT/BECTU agreement and House agreement (e.g. illness, maternity)
Non-Contractual benefits:	<p>In addition Nottingham Playhouse offers a number of discretionary benefits including</p> <ul style="list-style-type: none">• Free and/or discounted tickets for performances including Press Nights• Free Playhouse Pass membership• Discounts on our bars offer• Opportunities for Flexible Working• Staff social events including a Christmas party• Free to use Employee Assistance Programme provided by Care First• Discounted travel on Nottingham City Transport Buses• Discounted parking at Mount Street and St James NCP• Training & professional development opportunities• Cycle to Work scheme

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DIVERSITY, INCLUSION AND ACCESS

Nottingham Playhouse is committed to a policy of equality of opportunity and creating a workforce representative of the diverse communities we work with. We believe that theatre belongs to everyone and want to make sure that everyone has the opportunity to be involved. We want to work with people from diverse backgrounds, who will bring different skills and experiences to help us to achieve this.

Nottingham Playhouse has identified that our workforce is currently under representative of certain communities, particularly people who are Black, Asian, Brown, dual heritage, indigenous to the global south and or have been racialised as ethnic minorities and we take positive action for equal opportunities through the recruitment process. We have an Anti-Racism Action Group and an Access Working Group to create a programme of change to deliver increased representation, and to advise the Executive and Nottingham Playhouse Board of Trustees on matters of diversity, inclusion and equality.

We actively encourage applications from the Global Ethnic Majority and Disabled people. Applicants who identify as from the Global Ethnic Majority and/or as Disabled on the Equal Opportunities Monitoring form will be guaranteed an interview for workforce vacancies if they meet the minimum criteria on the job person specification. We are committed to ensuring that interview panels are as representative as possible, whilst comprising the relevant skills and experience to assess candidates' suitability for the role.

We are a Disability Confident employer, recruiting and supporting disabled people in the workplace. We are happy to discuss reasonable adjustments to ensure the recruitment process is accessible.

If you would like the Recruitment Pack, Application Form and Equal Opportunities Monitoring Form in an alternative format, or support in completing your application, please contact us at recruitment@nottinghamplayhouse.co.uk or ring our Stage Door on 0115 947 4361. Please leave a message with your full name, contact information, your address (if you need the paperwork posting to you) and details of your request.

We welcome proposals to consider for flexible working on hiring. We are part of the Parents in Performing Arts (PiPA) campaign and welcome applications from people who have caring responsibilities and anyone looking for a positive work/life balance.

We are open to discussing the possibility of flexible working. While we can't necessarily guarantee to give you your exact proposal, we do promise to carefully consider your request and explore what is practical for the role.



HOW TO APPLY

To apply, please download the Application Form and Equal Opportunities Monitoring Form from our website. **Please note, we will not accept a CV in place of the application form.**

Please complete all sections of the application form in full. The first page will be separated in order to anonymise the shortlisting process, to help to eliminate unconscious or conscious bias. Please do not put your name elsewhere in your application.

As you fill in the application form, please explain how you think you meet the **Job Description** and the **Person Specification** criteria listed in this pack. This information will be used for the shortlisting process.

Remember that we're looking for confident, friendly and approachable people who can provide a warm welcome to our audience members and visitors. Tell us what you have previously done that shows how you have helped others – this could be in previous jobs or volunteering in your community – and why you're enthusiastic about joining our Welcome Team at Nottingham Playhouse. You do not have to have previously undertaken all of the duties in the job description, but you should tell us about your potential ability to do them.

Submitting your application

Please submit your completed Application Form and Equal Opportunities Monitoring Form **by email to:** recruitment@nottinghamplayhouse.co.uk

*Please send as **Word documents or PDFs only**. Do not use Zip files or file sharing services such as One Drive or Dropbox. Apple/Mac users should export their forms to Word documents or PDFs before sending.*

Or by post to: Recruitment, Administration Office
Nottingham Playhouse
Wellington Circus
Nottingham
NG1 5AF

Please mark your envelope Private and Confidential.

If you require an alternative way to make your application, please contact us at recruitment@nottinghamplayhouse.co.uk to discuss a suitable format, or ring Stage Door on 0115 947 4361. Please leave a message with your full name, contact information and details of your request.

Deadline for applying

Closing date for applications: **Monday 21 October 2024 at 12noon.**

Interviews (may be subject to change): Week commencing 4 November 2024

All applicants will be notified of the outcome of their application. We will contact you by telephone or email if you are shortlisted for interview.

Thank you for your interest in Nottingham Playhouse and we look forward to receiving your application.

Data and monitoring

As part of recruitment procedures Nottingham Playhouse collects and processes personal data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see Nottingham Playhouse Recruitment Privacy Notice on the website for full details.

The Equal Opportunities Monitoring Form will be separated from your application and will not be available for the persons preparing the shortlist with the exception of obtaining information about disability required to make reasonable adjustments for interview. Data obtained from the forms will be used solely for monitoring purposes and no one individual can ever be identified.