

Front of House Team Member
Horizon Showcase 2022
Applicant Information Pack

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Introduction / How to Apply

Thank you for your interest in working with Horizon as a Front of House Team Member. You will find information about the role and the person specification below. Before you fill out an online application form, please read the information included here.

Please apply via this online form – [FOH Application Form](#)

You will need to upload your CV as part of the application form. You will also be asked to respond to the following question: *Why are you interested in this role and what is your relevant previous experience?* as well as to complete some basic contact information.

Application Deadline: 21 July 2022

If your application is successful you will be invited to attend a short interview w/c 25 July 2022, online via Zoom. We can provide a BSL interpreter if required.

If you would like further information, support with access requirements or an informal chat about the post please contact us by email at hello@horizonshowcase.uk.

We look forward to receiving your application.

About Horizon

Horizon focuses on forging new relationships between artists making performance in England and international partners. It delivers a programme of artist support and development which includes artist residencies, artist bursaries and showcasing opportunities. Horizon is delivered by a consortium of six organisations: Battersea Arts Centre, Fabric, Fierce, GIFT, MAYK and Transform.

During the 2022 Edinburgh Festivals, Horizon is presenting a showcase programme of ten artists who make performance in England. The showcase works are diverse in terms of form, representation and scale. They include end-on theatre and dance shows, solo performance, immersive, installed and sited work. Some shows therefore take place outside usual Fringe venues and we are looking for FOH team members to support these shows.

The showcase performances will all take place between Sunday 21 August and Sunday 28 August, in the final week of the Edinburgh Festival Fringe and Edinburgh International Festival.

Horizon is commissioned by Arts Council England. www.horizonshowcase.uk

About the role

Front of House Team Member

We are looking for FOH team members to help us deliver our non-venue-based programme for this year's Horizon showcase. You will be working on some extraordinary shows presented by innovative artists in some surprising places. We are looking for people who are excited by new performance, organised, friendly, and approachable. You must be based in Edinburgh during the showcase week.

Duties

Audience Experience

- Welcoming audience members to our venues or locations
- Sensitively supporting any audience members with access requirements, ensuring their experience is welcoming and comfortable
- Checking e-tickets and directing audience members to their seats
- Assisting with the set up for accessible performances as directed
- Managing any latecomers
- Reporting any questions you were unable to answer or any other issues with audience members to the site duty manager.

Programme

- Familiarising yourself with the Horizon programme so that you are able to suggest other shows to audience members.

Public Safety

- Maintaining the appearance and safety of the site as directed by the site duty manager
- Assisting to evacuate the audience in the event of an emergency as directed by the site duty manager.

Time/Availability

We are looking for people who are available to work a minimum of 8 hours (2 x 4 hour shifts) and a maximum of 40 hours within the following times:

Monday 22 August 11am-10pm

Tuesday 23 August 7pm-10pm

Wednesday 24 August 9.30am-10pm

Thursday 25 August 4.30pm-10.30pm

Friday 26 August 9.30am-10pm

Saturday 27 August 4.30pm-10.30pm

Most shifts will be in the evening, but we have one outdoor piece running in the day time for which we need one steward on Monday, Wednesday and Friday. Shift lengths will usually be from 4 (minimum) to 8 hours long. You will be given a paid 30 minute break if your shift is longer than 4.5 hours.

You will be required to attend a paid 2 hour training session online before Monday 22 August and to attend 1 hour early on the day of your first shift for a briefing from the site duty manager.

Terms and Conditions

Contract type: Temporary part-time for 1 week

Pay: £10 per hour plus holiday pay at 12.1% calculated on hours worked

You must be based in Edinburgh during the showcase week, we do not have the budget to cover travel, accommodation or any other expenses. You might live here or be visiting with your own show.

We do not anticipate any shifts finishing after 10.30pm, but if we do ask you to work past 11pm we will reimburse the cost of a taxi home.

We will offer you free tickets to the Horizon programme, subject to availability. And we will invite you to our closing party!

In order to apply you must:

- have a UK bank account
- have the right to work within the UK
- be over 18
- be based in Edinburgh from 22-27 August 2022

Person Specification

Experience and Skills

Essential

- Experience of working in a public-facing role
- Friendly, enthusiastic and approachable
- An interest in and passion for theatre and performance
- Excellent communication and interpersonal skills and the ability to communicate with people from all walks of life
- A positive and flexible approach
- The ability to think on your feet and to use your initiative
- The confidence to ask for help if you don't know what to do.

Desirable

- An understanding of the Edinburgh Festival Fringe, even if you have not previously attended
- Access Equality training
- First Aid training
- Fire Marshall training
- Front of House experience
- Knowledge of how to get around Edinburgh.