**FRONT OF HOUSE TEAM LEADER**

**APPLICATION PACK**

Thank you for your interest in being part of the Quarterhouse Front of House Team.

Details of the background and context to this role can be found in this pack.

**How to apply**

Please complete the following:

1. Application form
2. Covering letter explaining why you are applying for the position, and how your experience and expertise fits the role
3. Up to date CV which explains any gaps in employment

Once you have completed your application documents, please return them before the closing date to:

Penni Pierce  
Executive and Project Assistant

Creative Foundation

Quarterhouse  
Mill Bay

Folkestone

Kent CT20 1BN

Or alternatively, please email your completed application to: [pennipierce@creativefoundation.org.uk](mailto:pennipierce@creativefoundation.org.uk)

**Deadline**

Closing date for applications: 20th October 2014

**ABOUT THE CREATIVE FOUNDATION**

**Our Vision**

The Creative Foundation is a unique arts organisation with a range of activities meaning it makes a positive difference to the town, the region, its inhabitants and its visitors. This gives the charity a significant advantage in making it a great place to work.

**Our Mission**

The Creative Foundation is an independent arts charity dedicated to enabling the regeneration of Folkestone through creative activity. Working with the people of Folkestone, our partners and other stakeholders we will transform the town making a better place to live, work, visit and study.

**Our goals and objectives**

**Goal 1: Creatively engage the people of Folkestone**

Objective 1: Bring quality art to the town for everyone in Folkestone

Objective 2: Bring quality creatives to Folkestone and the Creative Quarter

Objective 3: Provide opportunities for people to develop creatively

Objective 4: Encourage creative engagement with partners and agencies

**Goal 2: Creatively transform the look of Folkestone**

Objective 1: Bring artwork to the town

Objective 2: Creatively maintain the Creative Foundation portfolio

Objective 3: Ensure the Creative Quarter public realm looks and feels   
 attractive

Objective 4: Encourage creative engagement by relevant bodies and   
 individuals with property and the public realm

**Goal 3: Creatively change the economy of Folkestone**

Objective 1: Attract and retain new creative businesses

Objective 2: Deliver the creative visitor economy

Objective 3: Attract creatively engaged people to live in Folkestone

Objective 4: Encourage creative investment in Folkestone by others

**Goal 4: Change the reputation of Folkestone as a creative town**

Objective 1: Promote the Creative Foundation model for immersive  
 creatively-led regeneration

Objective 2: Effective promotion of Creative Foundation activities

Objective 3: Create a virtual Creative Foundation through digital   
 technology

Objective 4: Encourage others to promote the reputation of Folkestone

**Goal 5: Create a sustainable Creative Foundation**

Objective 1: Have a clear understanding of CF’s vision, mission, values   
 and business plan

Objective 2: Align the financial model with the organisation's vision

Objective 3: Invest in resources, including staff, to deliver the vision

Objective 4: Build appropriate partnerships to deliver the vision

<http://www.creativefoundation.org.uk/>  
  
Other Creative Foundation projects:   
[Folkestone Triennial](http://www.folkestonetriennial.org.uk/)

[Quarterhouse](https://www.quarterhouse.co.uk/)

[Folkestone Book Festival](http://www.folkestonebookfest.com/)

Folkestone [Artworks](http://folkestoneartworks.co.uk/)

[Creative Quarter](http://www.creativequarterfolkestone.org.uk/)

**JOB DESCRIPTION**

**Job Title: Quarterhouse Front of House Team Leader**

**Salary:** £7.50 per hour

**Reports to:** Quarterhouse Venue Manager

**Location:** Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN

**Casual Hours:** Flexible work hours to cover events will include occasional

early mornings/ late nights and weekends

**JOB PURPOSE**

As part of a small and dynamic team, you will work closely with the Quarterhouse Management team providing front of house services for the Quarterhouse to promote its events and offer excellent customer service to visitors and members of the public on behalf of the Creative Foundation.

**Principal Duties/Tasks/ Responsibilities and Requirements**

* To work on a casual basis in all Front of House areas for performance and private hire events functions to include:

- Bars

- Kiosks

- Ushering

- Customer Welcome

- Supervising Events

* Willingness to work in other areas including box office and technical department would be an advantage.
* To deal politely and efficiently with members of the public at all times, and provide excellent customer service.
* To keep up to date with all show and performance information and offers in order to inform customers effectively of all Quarterhouse events, as well as other Creative Foundation events and activities, such as Folkestone Artworks, Triennial, Folkestone Book Festival and Creative Quarter.
* To report immediately to the supervising manager any significant matters connected with the work.
* To be responsible for a float and to cash up at the end of every shift.
* To abide by all Health and Safety procedures and practices.
* The post will require flexible availability and willingness to work in all areas.

Please note:  
This job description is provided to assist the post holder to know their principal duties. It may be amended however from time to time in consultation with you, by or on behalf of the Creative Foundation Chief Executive without change to the level of responsibility appropriate to the grading of the post.

**Essential skills**

* Team leader experience, acting as a Duty Manager if required.
* Experience in venue supervision, either in theatre or conference and banqueting venues.
* Experience in events and private hires.

**Attributes**

* A positive team player
* Creative and innovative
* Demonstrates initiative when required
* Calm, focussed and motivated under pressure
* Reliable, good time keeper, practical and resourceful
* Hard working and energetic
* Flexible approach to working within a busy and demanding environment.

**Quarterhouse Front of House Team Leader**

**APPLICATION FORM**

**SECTION 1: APPLICANT DETAILS**

|  |  |
| --- | --- |
| **Name:** |  |
| **Address:** |  |
| **Mobile number:** |  |
| **Home telephone:** |  |
| **Email address:** |  |

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| --- |
| Are you legally eligible for employment in the UK? |

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| --- |
| How did you hear about this vacancy? |

|  |
| --- |
| What is your earliest availability to take up this new position? |

**SECTION 2: DECLARATION**

Please sign below to indicate that you are providing full and accurate information in your application, including this form, your covering letter, CV and any subsequent interview; and that furthermore you understand that withholding or misrepresenting relevant information may be grounds for dismissal.

|  |
| --- |
| (FOR OFFICE USE ONLY)  DATE RECEIVED:  DATE OF INITIAL RESPONSE: |

Signature: Date:

**SECTION 3:**

**PLEASE PROVIDE A RESPONSE TO THE FOLLOWING QUESTIONS, USING NO MORE THAN 500 WORDS.**

Why do you think you are suitable for the post of Quarterhouse Front of House Team Leader, and what skills will you will bring to the role?

**SECTION 4:**

**REFERENCES**

Please provide details of two referees, one of whom is your current or most recent employer (or key client if freelance), and indicate at which stage you consent for these references to be taken up.

|  |  |
| --- | --- |
| **Name:** | **Relationship to you:** |
| Address: | Contact numbers: |
| Email address: | Please contact prior to interview  YES/NO |

|  |  |
| --- | --- |
| **Name:** | **Relationship to you:** |
| Address: | Contact numbers: |
| Email address: | Please contact prior to interview  YES/NO |

**Equal Opportunity Monitoring Questionnaire**

**Job Title:** **Quarterhouse Front of House Team Leader**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| **Gender:** | | Male | | |  | | | 🞎 | |
|  | | Female | | |  | | | 🞎 | |
|  | |  | | |  | | |  | |
| **Age:** | | |  |  | | --- | --- | | 18 – 25 |  | | 26 – 35 |  | | 36 – 45 |  | | 46 – 55 |  | | 56 – 65 |  | | Over 65 |  | | | |  | | | 🞎 | |
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| **Ethnicity/cultural diversity**  Please choose one from A to E, then tick the appropriate box to indicate your background. | | | | | | | | | | |
|  |  | | |  | |  | | |  | |
| A | White | | |  | |  | | |  | |
|  |  | | |  | |  | | |  | |
|  | British | | |  | |  | | | 🞎 | |
|  | English | | |  | |  | | | 🞎 | |
|  | Scottish | | |  | |  | | | 🞎 | |
|  | Welsh | | |  | |  | | | 🞎 | |
|  | Irish | | |  | |  | | | 🞎 | |
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|  | Any other white background, please write in:  ………………………………………………… | | | | | | | | | |
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| B | Mixed | | |  | |  | | |  | |
|  |  | | |  | |  | | |  | |
|  | White and Black Caribbean  White and Black African  White and Asian | | | | | | | | 🞎 | |
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|  | Any other Mixed background, please write in:  ……………………………………………………… | | | | | | | | | |
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| C | Asian, Asian British, Asian English, Asian Scottish or Asian Welsh | | | | | | | | | |
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|  | Indian  Pakistani | | | | | |  | | 🞎 | |
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|  | Bangladesh | | | | | |  | | 🞎 | |
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|  | Any other Asian background, please write in: | | | | | | | | | |
|  | …………………………………………………… | | | | | | | | | |

D Black, Black British, Black English, Black Scottish or Black Welsh

Caribbean 🞎  
 African 🞎

Any other Black background, please write in:   
 ………………………………………………………

E Chinese, Chinese British, Chinese English, Chinese Scottish,   
Chinese Welsh

Chinese 🞎

Vietnamese 🞎

Any other Chinese background, please write in:   
 ……………………………………………………

F Any other Ethnic group, please write in:  
 ……………………………………………………

**Disability monitoring**

Do you consider yourself disabled?

Yes 🞎

No 🞎

If you have a disability, is there anything we can do to make our recruitment and selection procedure more accessible to you? Please provide details:

…………………………………………………………………………………………….