



Front of House Supervisor (part-time)

Hours:	12-20 hours per week, including regular Saturday dayshifts and one evening per week. We will work with the right candidate to provide flexibility in the working hours, where possible.
Pay rate:	£11 per hour plus holiday pay
Reporting to:	Creative Director

The Role

We are looking to recruit a confident and friendly part-time front of house supervisor. This is a new role for The Horton as our both our programme and venue hires are increasing.

Duties are varied and include supervising box office, performances, arts workshops, exhibitions and events and general operations. For the right person this is a brilliant opportunity to develop a career in events and operations in the cultural sector.

About Us

The Horton Arts Centre is an exciting new cultural venue in Epsom, Surrey. We host performances, exhibitions, creative workshops, wellbeing activities and private hire events in a converted former asylum chapel. We are a registered cultural charity with big plans for growth.

We are currently open to the public Tuesday to Saturday daytimes, every Friday evening, plus other ad hoc evenings for performances and events.

The Horton embraces diversity and equal opportunity in a serious way. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be. [Find out more about our culture.](#)

About You

You will be organised, responsible and keen to play an important role in the smooth-running of our operations and delivery of high-quality customer service to our visitors, working with a great team. You will have a positive and proactive approach to your work, with some supervisory experience.

If you are interested in this role, please [read through the Job Description below](#) and send your full CV and covering email to: admin@thehortonepsom.org explaining what attracts you to this role.

Closing date Sunday **5th November**

Job Description

Key Tasks:

Performance and events

- Offering a friendly and helpful welcome to our visitors
- Supervising box office and selling tickets
- Dealing with customer queries in person, on-line and on the telephone.
- Setting up the performance and event space with chairs, tables and equipment
- Clearing the space after events and putting equipment away.
- Supervising volunteer stewards
- Liaising with visiting artists and agents.
- Maintaining a full awareness and understanding of all aspects of each show and put procedures in place to ensure the smooth running of the performances.
- Maintaining a full awareness of the history of the building and its community heritage.
- Supporting visitors with disability or access needs.
- Liaising with hospitality team to support smooth running of the café-bar if required.

Building and operations

- Having familiarity with all fire safety, access and security aspects of the operations
- Ensuring that all Front of House areas (including toilets) present as clean and welcoming.
- Maintaining marketing and leaflet displays in the atrium and public areas.
- Ensuring that any accidents are recorded and reported appropriately.
- Undertaking the safe evacuation of the building during any Fire Alarm activations.
- Monitoring and maintaining the security of the building and safety of the public.
- Following finance procedures including cash management.
- Maintaining retail stock items on display.

General

- Being a proactive member of the Team including working with other colleagues within the department in providing operational support across the organisation.
- Following The Horton's policies and procedures, including but not limited to our Equality, Diversity and Inclusion policy, and Health and Safety policy.
- Any other duties that arise to fulfil the objectives of The Horton.

Essential skills:

- Demonstrable skills and experience working in a venue, on events or similar.
- Excellent communication skills.
- Ability to show initiative and self-manage.
- Excellent organisational and administrative skills.
- Excellent customer care skills.
- Good time-management skills and ability to multi-task.
- Computer literacy (Windows – Word, Excel etc)
- Ability to work well within a team.
- Creative thinking and problem solving.

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- Ability to keep calm in a busy environment.
- Experience managing large groups of people.
- Able to carry out manual handling duties including safely lifting and moving tables, chair stacks and stage equipment.
- A genuine interest in the arts.

Nice to have:

- Bar/barista experience
- Knowledge of box office ticketing systems
- First aider
- Personal license holder
- Knowledge and experience of putting into practice Health and Safety legislation and policies.
- Experience volunteering or working with volunteers.
- Experience of cashing-up tills
- Safeguarding training
- Experience of setting up performance and event equipment – e.g. projector, lighting.
- DBS clearance

If a DBS clearance is not held, then you will be required to undertake a DBS check.

If you are interested in this role, please email admin@thehortonepsom.org with your full CV and covering email explaining what attracts you to this role.

Closing date Monday 6th **November**