

# BRISTOL FOLK HOUSE

The Bristol Folk House is an adult education based on Park Street and is dedicated to running courses and workshops in a variety of subjects on a 'learning for pleasure' basis.

As part of our programme we also hold regular live music nights, markets, weddings, festivals and much more. We have a popular programme and events run most Friday, Saturday and the occasional Sunday nights.

**Job Title:** Weekend Front of House / Events Coordinator

**Report To:** General Manager

**Main Purpose:** To provide excellent customer service to our weekend customers throughout the year within the ethos and spirit of the Bristol Folk House. To ensure the smooth running of all events and be a point of contact for promoters, performances, café staff, volunteers and customers.

**Status:** Flexible hours on a permanent basis.

**Hours:** Shifts arranged on a rota basis in advance. Starting commitment of between 4 – 10 evenings per month (dependant on what is in the programme - between 6-18 hours a week).

Friday, Saturday and occasional Sundays – usual hours will be 6pm – 12am (event dependant).

**Hourly rate:** £8.00

**Deadline is the 1<sup>st</sup> May.**

**Interviews will be held in May.**

**Training will be provided and the role will be due to start at the end of May.**

**Please send a covering letter and C.V to [admin@bristolfolkhouse.co.uk](mailto:admin@bristolfolkhouse.co.uk)**

## **Key Responsibilities and Duties:**

- Smooth running of events including set up and take down.
- Welcoming customers and providing them with information throughout the event ensuring they have a positive experience and deal with any queries and complaints and refer to them to the Manager. Maintain a welcoming and friendly atmosphere at all times.
- Managing door staff/volunteers, provide training where necessary and complete log books.
- Prepare floats and ticket list. Give out pre-booked tickets and sale tickets on the door. Produce sales sheets for promoters.
- Liaising with promoters, performers, room hirers when required.
- Provide security for the building and oversee customer movement throughout the building and clearing bottle necks. Refer to our Health and safety guidelines at all times.
- Organising rotas for other front of house staff and volunteers.

- Maintain a high standard of tidiness throughout the building during events.
- Promote events on social media and our website.
- Oversee any necessary evacuation of the building in accordance with the Evacuation Policy.
- Undertake regular administrative tasks during quiet periods and carry out other tasks as required.

**Person Specification:**

**Essential:**

- Proven ability to work effectively without direct supervision.
- An honest and reliable individual.
- A team-player who is personable and has the ability to communicate effectively with people at all levels both internally and externally.
- Excellent levels of customer service.
- Able to sustain a proactive work ethic throughout long and late shifts.
- A polite manner, and a calm and professional attitude.
- Excellent verbal communication skills (including a good standard of spoken English).
- Experience of handling money.
- Good mental arithmetic skills and ICT skills.
- Knowledgeable interest in and empathy for the arts, music (Folk) and wellbeing.
- Applicants must be over 18 years old.
- You must be self-employed and invoice us your time on a monthly basis.

**Desirable:**

- Experience of Box Office or Front of House work.
- Technical knowledge including P.A. systems, projectors, audio equipment and lighting.
- First aid, Fire safety or/and bouncer training.

**Please note:**

- This is a flexible role that would suit someone who works a part-time role somewhere else or has their own interests.
- This role involves lifting of equipment, tables and chairs as well as some climbing of ladders.
- As the role develops you may be required to work in office during the week to cover holiday and busy times, as well as being trained up as a Duty Manager to open and close the building.
- Due to the restrictions of our building we do not have any disabled access or facilities.