**Performance Manager Job Description**

**Role Summary**

We are looking for enthusiastic individuals with excellent customer care and team leadership skills to work as a Performance Manager (PM) on our Front of House (FOH) team. The PM duty manages the Unicorn Theatre during performances and other events. They manage a team of ushers to ensure audiences receive a friendly welcome, and that all FOH operations run efficiently during performance times, as well as with hires and events. The Unicorn has two main auditoria, with events also taking place in rehearsal rooms, studios, and the foyer itself. PMs have a safety-critical role, and are responsible for coordinating the FOH team to lead building-wide emergency procedures, including a potential fire evacuation or first aid incident.

**Reporting to:** Front of House Manager

**Working with:** Deputy Sales & Performance Manager, Box Office Team

**Responsible for:** Ushers, work experience placements and other volunteers, occasionally

**Key responsibilities**

**Staff supervision**

* To supervise a team of FOH assistants on shift, ensuring all FOH procedures are followed accurately and efficiently
* To deliver a daily briefing and debrief, communicating essential shift information to the FOH team, as well as noting details and feedback from staff to circulate in the daily show report and pass onto the FOH Manager as necessary
* To assist with the induction and training of new Front of House assistants
* To support staff members on the Usher Plus scheme, our programme supporting ushers with additional needs working on the FOH team
* To liaise with Box Office staff on sales and audience requirements

**Customer service**

* To welcome customers from a wide range of ages and backgrounds with warmth and enthusiasm
* To respond to customer queries and comments in a helpful and productive way
* To resolve complaints in person in a sensitive manner, and to communicate any issues to the FOH Manager as required

**Health & Safety**

* To ensure that all venue Health & Safety and Premises License regulations are adhered to
* To understand and be able to effectively lead all emergency procedures, including fire evacuation, first aid, invac, and safeguarding procedures
* To work with the Stage Door keeper as appropriate to ensure the safety and security of the building and all customers

**Operations**

* To be aware of all activities taking place in the venue and be able to communicate this information to audience and staff
* To oversee all FOH procedures related to the smooth running of performances and events
* To liaise with Technical and Production teams, as well as visiting artists and companies, about performance details, to ensure the efficient and collaborative delivery of performances and events
* To complete show reports for each event, recording audience feedback and collecting any necessary monitoring information

**Finance**

* To oversee the sales of merchandise, food and beverage on shift, supporting staff to upsell products and increase sales
* To assist in monitoring Tuck Shop stock, logging and reporting stock information
* To complete daily payroll and banking sheets

**General**

* To implement the Unicorn’s Equal Opportunities, Safeguarding, customer care, Access and all Health & Safety policies
* To undertake training in Unicorn FOH procedures, Unicorn Health & Safety procedures, staff management, and any other training as required
* To undertake any other duties reasonably requested by the FOH Manager
* To attend team meetings as required

**Person Specification**

**Essential**

* Excellent customer care skills
* Experience in staff supervision
* Experience in a sales environment
* Understanding of health and safety issues
* Understanding of basic computer software (Microsoft Suite including Outlook, Google Drive)
* Ability to keep calm under pressure and to prioritise a varied workload
* Ability to handle sensitive situations in a suitable manner
* Willing and able to work flexible shift patterns on a seven day rota
* Commitment to uphold the Unicorn’s policies and procedures on diversity, equality, inclusion and access
* Available for a minimum of three shifts a week between 24 October and 31 December 2022 (the theatre is closed on the Christmas Bank Holidays).
* Available for a team training shift (paid training on-site at the Unicorn):

Wednesday 19 October, 3pm – 9pm

**Desirable**

* Experience in front of house management
* A keen interest in young people’s theatre
* Personal Licence Holder
* First Aid qualification
* Fire Safety qualification eg. Fire Marshall
* Enhanced DBS certificate (less than 2 years old, or a member of the Update Service)

**Terms & Conditions**

**Salary:** £12.05 per hour.

**Contract:** This role is offered as a casual position, under a Casual Workers’ Contract. You will accrue holiday pay, which you may take during any non-working period.

**Other**:

* 4.5 hour minimum shift call
* Shows and events run seven days a week, mostly mornings and afternoons, with some evening performances.
* We ask you to give availability for a minimum of three shifts a week. As this is a casual position there is no guaranteed number of shifts per week.
* Complimentary tickets for Unicorn shows
* Use of available rooms at the Unicorn for personal projects where possible
* Auto-enrolment into the NEST pension scheme (if you qualify)

**How to Apply**

To apply for this post, please send us a copy of your CV, and a completed Equal Opportunities Form (available to download on this webpage). Please also send us more information about why you would like to work in this role, and what qualities and experiences make you a good match for this work. This could be in one of two formats. Either:

* A covering letter, which you can email with your CV to [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com).

Or:

* A 2 minute video. If you would like to submit a video, please use WeTransfer (a site for sending large files – no login details required: <https://wetransfer.com/>) to send your video to us:
  + Save the video file as your full name.
  + Enter [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com) as the recipient address (where it says ‘Email to’)
  + Write your full name again as the subject of the message (where it says ‘Title’).

The Stage Door Team will confirm safe receipt of your video, and your written documents, within one working day. If you’d like to speak to the team to check whether everything’s been received safely, you’re very welcome to call them on 0207 645 0500.

**Closing date for applications**: Midday, Monday 10 October 2022

**Interviews**: Thursday, 13 October 2022

If you need this information in an alternative format, please contact [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com) in the first instance.

We are committed to being an equal opportunities employer and actively encourage people from a wide variety of backgrounds, experience and skills to join us and influence and develop our working practice. We particularly encourage applications from Black candidates, and candidates from diverse ethnic backgrounds, and those who self-identify as disabled.

All candidates who identify as disabled and demonstrate that they meet the essential criteria will be invited for an interview, in line with the Equalities Act 2010.

The Unicorn Theatre is supported using public funding by Arts Council England.

**About the Unicorn**

***We create new, inventive and enthralling performances for every stage of childhood. We believe in the imaginative power of theatre to transform young lives.***

We are the largest children’s theatre in the UK, specialising in developing new devised and written shows alongside adaptations of classic texts, offering an innovative and inspiring year-round programme of sector-leading theatre for children.

Our purpose-built home at London Bridge (opened in 2005) is a creative and welcoming space designed with and for young people. Our building comprises two theatre spaces (Weston Theatre at around 290-seat capacity and Clore Theatre at around 90-seat capacity) plus two rehearsal spaces, along with backstage set, prop and costume facilities. We produce and present a thrilling and varied programme, exploring stories, ideas and themes that enrich and broaden children’s view of the world. We welcome 65,000 families and schools every year, reaching thousands more via Unicorn Online.

The Unicorn has a turnover of around £2.8 million. In a regular year, over 20% of income comes from Box Office – with almost all tickets being sold to children at concessionary rates – and we raise a similar amount from fundraising.

We believe that young people of all ages, perspectives and abilities have the right to access exciting, entertaining and inspiring work - we want all children to experience our theatre and actively seek out children wouldn’t otherwise attend. The theatre’s audiences are broadly defined as families and schools, and the theatre plays to all ages from six months to 13 years. We maintain a strong commitment to representing diversity in our audiences, as well as on our stages, and we prioritise accessibility and inclusion across our organisation.

During the coronavirus pandemic, we innovated in new forms of digital theatre and are proud to have been able to offer high quality, creative and award-winning online theatre experiences for free. Digital theatre is now a part of our future strategy and firmly embedded in our mission.

**Mission, Vision and Values**

The Unicorn is the UK’s leading theatre for young audiences. We believe that all children deserve to have access to the arts, regardless of their circumstances and our mission is to transform young lives through theatre by:

* Creating innovative and outstanding theatre for children up to 13 years.
* Supporting artists to make work with ambition, integrity and hope.
* Encouraging children to question and explore the world through stories; developing empathy, understanding and imagination.
* Collaborating with children in schools and communities to inform our practice, and inspiring children to fulfil their potential through creative projects with inventive theatre-makers.
* Extending our reach through online theatre experiences, national and international partnerships and subsidised tickets.
* Recognising that climate action is vital to protecting children’s futures, and actively reducing our environmental impact on the planet.
* Believing in equality, diversity and inclusion; we take action to advocate for, and promote the rights of children.

Our values are curiosity, courage and respect.

**Structure of the Unicorn**

The Unicorn was founded in 1947 by Caryl Jenner, who took theatre around the country to children. Jenner’s original aim was that: ‘the best of theatre for children should be judged on the same high standards of writing, directing, acting and design as the best of adult theatre’, a value which still holds very much true today. The Unicorn is crucial to the national theatre ecology, and is a beacon for all theatre for children; we are local, national and international in the work we make and the artists we make it with.

The Unicorn has recently undergone a period of extensive change, propelled by the coronavirus pandemic. Under a newly formed Executive team of Justin Audibert (Artistic Director) Helen Tovey and Bailey Lock (Co-Executive Directors), and with the appointment of a new Chair of the Board of Trustees, in March 2021, the Unicorn is emerging as a company with a renewed artistic focus and a vision to transform the lives of young people through theatre.

We are building a community of creative children through our productions, digital experiences and engagement programme. Our work has three core creative outcomes:

* Live Productions: Our live productions on our home and partner stages, created by diverse and exciting artists for children aged 0 -13 years old.
* Digital: Our innovative digital theatre experiences programme *Unicorn Online*, for local, national and global audiences.
* Engagement: Our engagement programme, including co-creation and co-design partnerships, actively develops and supports the individual creative lives of our audiences, participants and collaborators.

