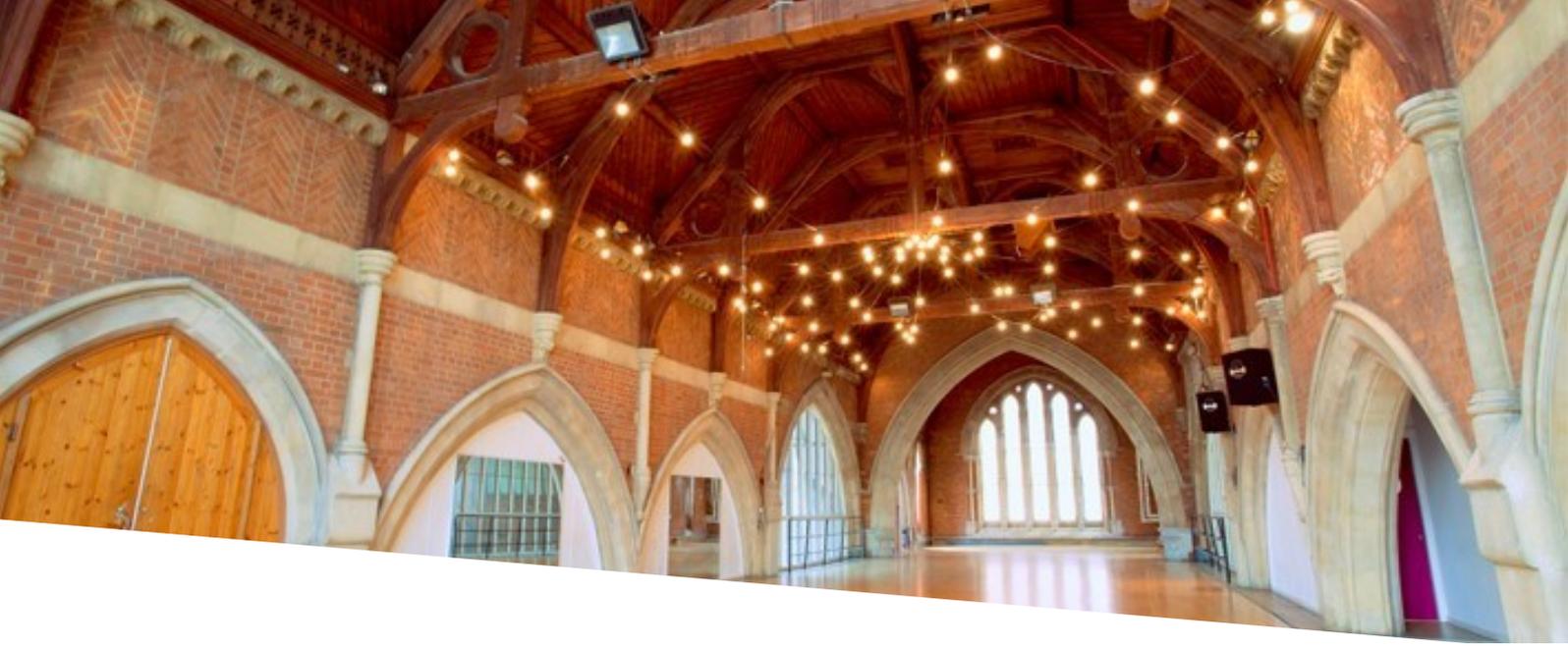


# JACKSONS LANE

NORTH LONDON'S  
CREATIVE SPACE

## APPLICATION PACK FRONT OF HOUSE ASSISTANT





# WORKING AT JACKSONS LANE

Working life at Jacksons Lane is vibrant and exciting, with our building hosting a wide range of different activities throughout the year. As a small team, we strive to create excellent customer experiences in all aspects of our work, whether that be with our artists, our audiences, participants in our creative learning programme, or users of our studio spaces and facilities.

Our team is made up of a group of highly passionate and enthusiastic people, focused on making a real difference to those individuals that we work with. By recognising the strengths and unique qualities of each member of the team, we work with a generosity of spirit and a respect for each other, acknowledging that we are ultimately working towards the same goals and that it is only through a unified approach that we are able to achieve this.

# JACKSONS LANE

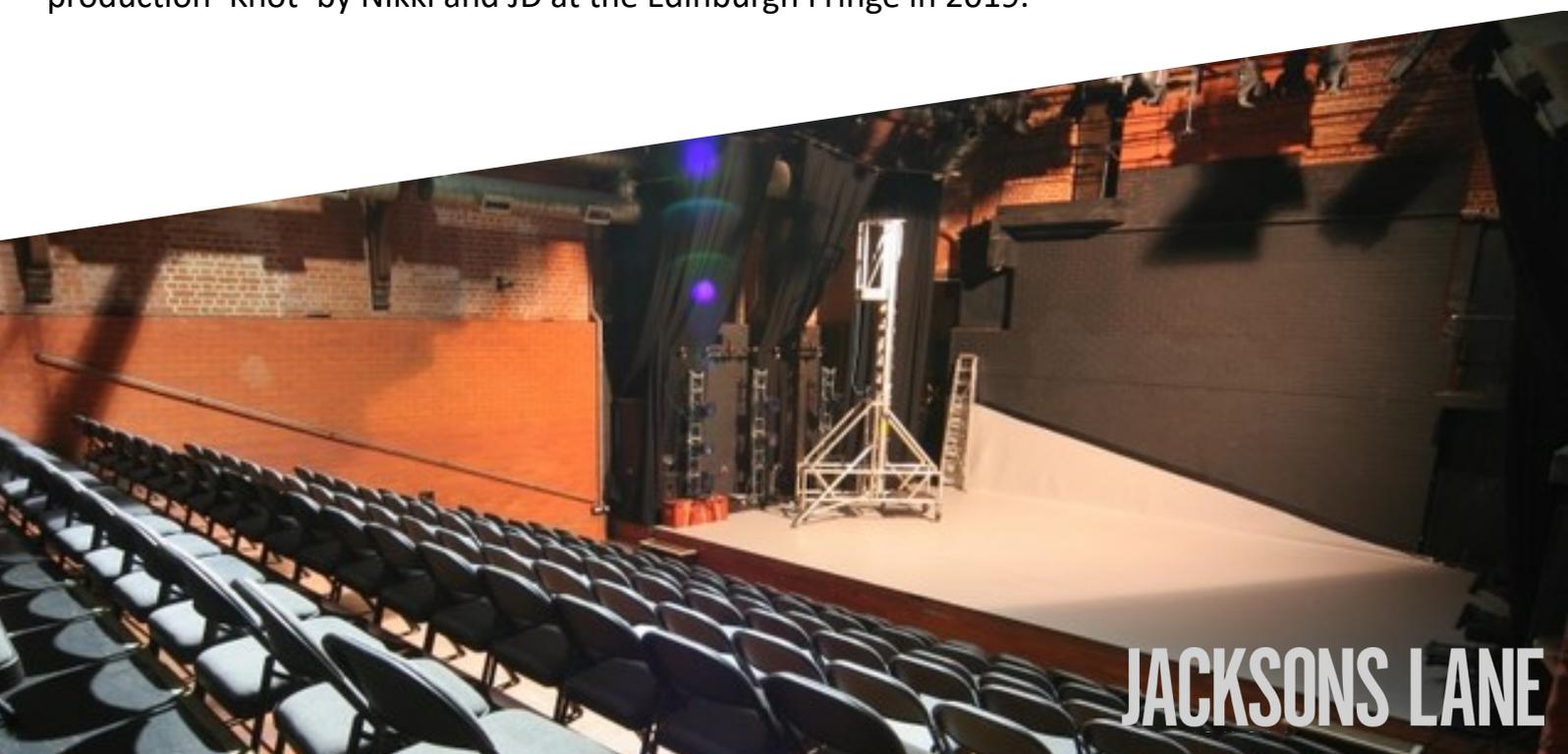
# ARTISTIC



Jacksons Lane is the leading presenter, supporter and producer of contemporary circus in the UK. We nurture artists through Artist residencies, mentoring and advice, and by providing theatre space for previews, rehearsals and scratch performances, in addition to premium studio space to devise and rehearse new work. Our recently upgraded 170 seat auditorium hosts a variety of events throughout the year including our own Postcards Festival. As one of the leading venues for the London International Mime Festival we also showcase our other core artistic strand of Physical and Non- Verbal Theatre alongside our programme of Family Performances.

We have strong networks throughout the industry, both nationally and internationally, and we represent Jacksons Lane and the UK Circus scene at a variety of industry events across the world. We are passionate about providing a platform at Jacksons Lane to showcase international work, and currently around 40% of our visiting artists come from outside the UK, representing 60 countries including as far as Australia and Canada.

As an Arts Council England National Portfolio Organisation we also produce and coproduce our own work, which we tour both in the UK and abroad in order to bring British work to an international audience. We have won multiple awards for this work including our highly successful production 'Knot' by Nikki and JD at the Edinburgh Fringe in 2019.



**JACKSONS LANE**



# CREATIVE LEARNING

With its roots as a community centre, Jacksons Lane remains an essential hub for arts and community work in North London. With over 65,000 visitors to our venue each year we work hard to overcome traditional barriers to the arts by collaborating with our community partners and funders to make the arts more accessible. We focus on using the arts to increase confidence, reduce isolation and improve overall wellbeing.

Our comprehensive Creative Learning programme works directly with over 1,000 people across all ages each year and provides creative and wellbeing activities to older people in supported housing schemes, theatre projects that focus on women's safety and a range of activities for young people including JL Circus, a series of workshops and classes teaching circus skills to young people. Our work has continued online throughout the pandemic through the 'Quarantine Sessions' and 'Lockdown Lunch' with great success. Feeling Good is Jacksons Lane's project to help reduce social isolation as a result of the COVID-19 pandemic. We partner isolated and vulnerable people with friendly volunteers, and through regular conversation and creative and wellbeing activities our beneficiaries gain confidence and are able to reconnect to their community.

Since it began 46 years ago, Jacksons Lane has also run an event on Christmas Day, each year inviting socially-isolated older adults to our building and providing them with food, gifts and entertainment. This year, despite the restrictions imposed by the COVID-19 pandemic, we were still able to reach out to 300 older adults across our area through a delivery service of food and gifts while still providing the all important social contact and friendly conversation.



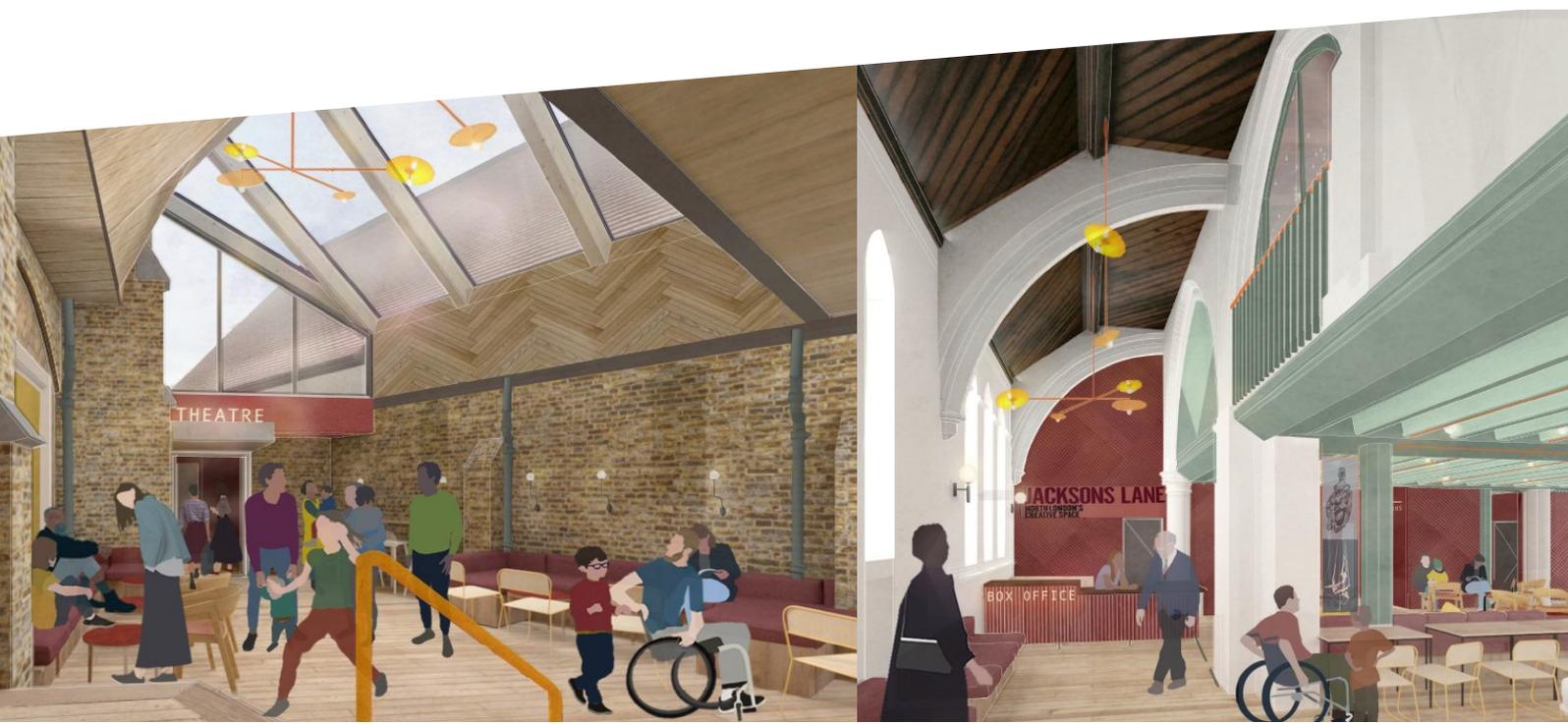
**JACKSONS LANE**

# OUR NEXT CHAPTER

In order to continue our vital work and to ensure we are well-positioned to meet future demands, Jacksons Lane closed in November 2020 to begin work on a long anticipated Capital Refurbishment project. The works have been designed to reimagine the spaces in our home on Archway Road, to enable us to provide an exceptional cultural experience for everyone who visits our venue. The building is now fully accessible with increased environmental sustainability.

The much needed renovation has improved our studios and theatre for both our artists and audiences. Our upgraded building and facilities are now more welcoming and user friendly for all our guests. to all visitors and users.

Our new facilities bring increased opportunity to build on our work as the leading circus venue in England and increase our financial sustainability in the lead up to our 50th birthday in 2025.



# JOB DESCRIPTION

<b>Reports to</b>	Front of House Manager
<b>Hours of work:</b>	This role operates within a monthly shift schedule as part of the duty manager team, and may involve weekend and evening shifts.
<b>Contract period:</b>	Permanent contract, no minimum hours
<b>Salary:</b>	£11.75 per hour, with accrued holiday
<b>Place of work:</b>	Jacksons Lane, Highgate, North London. N6 5AA

## Main objectives of the post:

- To provide high quality customer service to all visitors, audiences and building users across all activities at Jacksons Lane
- To support the Duty Manager with running the onsite operations of Jacksons Lane
- To act as the Evacuation Support in the event of an emergency, and to support the safe evacuation of the full building.

## Outline of Responsibilities

### *Front of House Responsibilities*

- Provide an excellent standard of customer service to members of the public, audiences, and all other visitors and users of the building.
- Maintain the safety, cleanliness and tidiness of the building at all times including studios, offices and public spaces.
- Be knowledgeable about the current season of shows and activities at Jacksons Lane, and to be able to answer enquiries regarding this.
- Have a good understanding of the commercial aspects of the organisation and how to promote ticket sales, studio hires, fundraising, and class activities to visitors and building users
- Have a good understanding about Creative Learning activities and projects happening outside of the venue.
- Carry out any other duties as required by the Duty Manager, including assisting with events, cleaning, setting up studio spaces or supporting the café/bar operation
- Report any maintenance, cleaning or Health & Safety issues to the Duty Manager.
- Supporting the Duty Manager with the close of the building on non-performance evenings.
- Provide lunchtime cover for the Duty Manager and deal with any enquiries during this time to the best of your ability. To report any further matters to the Duty Manager on their return
- To use the Box Office system for basic functions including issuing and selling tickets, and updating customer information when required.
- To use the diary management system to check availability of studios and to be able to describe the main features of each space to potential hirers.
- Be able to identify and report any safeguarding incidents within the venue, and to be able to respond sensitively to any disclosures made by a visitor to the venue

# JOB DESCRIPTION

# JACKSONS LANE

## CONTINUED...

### *Performance and Audience Management*

- Greet and welcome audience members on arrival and help them navigate the venue.
- Liaise with the visiting company, Duty Manager and Duty Technician regarding opening the house, seating audience members, and giving auditorium clearance.
- Use knowledge about the current season of shows and activities at Jacksons Lane to answer enquiries from customers about other events.
- Be sensitive to customers with access requirements and support them to ensure their needs are met.
- Distribute prepaid tickets to customers when required and ensure that any queues are managed effectively.
- Take responsibility for selling merchandise, or distributing programmes as required
- Ensure that any marketing materials are distributed through exit-flyering as required.
- When required to collect cash or card donations using buckets or card reader provided, ensuring all cash donations are returned to the Duty Manager for reconciliation.

### *Emergency Response*

- Act as the Evacuation Support in the event of an emergency and support the Duty Manager in the safe evacuation of the building
- Provide clear and effective communication with the Duty Manager throughout the evacuation
- Support any visitors and audience members with additional needs during an evacuation, including with the safe use of evacuation chairs when required.
- Deputise for the Duty Manager during the evacuation, should they need to deal with a first aid emergency.

### *Private Events and Functions*

- Support the Event Manager with the smooth running of private and internal functions and events
- Ensure any external companies working on the event, including catering or entertainment, are aware of and follow the rules of the venue
- Assist with the set up and clear down of events including assisting clients with decoration
- Supporting the catering operation when required, clearing tables
- Ensuring good standards of safety are upheld throughout the event

### *General Responsibilities*

- Attend staff meetings and training sessions when required
- Act at all times in accordance with Jacksons Lane's Health & Safety, Safeguarding, Equal Opportunities & Diversity policies in addition to all other staff policies
- Carry out any other task, as may be reasonably requested by the Front of House Manager or Senior Management Team

## **Other duties:**

From time to time, shifts may be offered to Front of House Assistants in order to support other departments within Jacksons Lane. This includes general administration, marketing, and catering/bar support.

- Marketing duties may include flyering at external venues, providing information to different event listing sites and distributing posters in the local area.
- Administrative tasks may include filing, data correction and support with mailings and post distribution
- Catering or Bar duties may include serving alcoholic and non-alcoholic drinks, serving pre-prepared food or packaged snacks, taking card and cash payments and reconciling takings, and cleaning or polishing glassware and/or crockery.

# PERSON SPECIFICATION

# JACKSONS LANE

Experience	Essential	Desirable
Experience working in a customer facing environment	X	
Experience working as part of a team	X	
Experience with crowd or audience management	X	
Experience with cash handling		X
Experience working with volunteers		X
Experience working on private events		X
Skills		
Excellent interpersonal and communication skills	X	
Good numeracy and literacy skills	X	
Strong task prioritisation skills	X	
Excellent customer service skills	X	
Knowledge		
Knowledge and understanding of how a busy public venue works	X	
Knowledge of the performing arts sector	X	
Understanding of Health and Safety best practice		X
Personal Attributes		
Have a welcoming, cheery and helpful demeanour	X	
Be patient and understanding	X	
Be confident and self-assured	X	
Have a proactive approach to work, to ensure high standards and prevent issues developing	X	
Have a keen interest in the arts	X	
Have a dedication to increasing inclusivity and accessibility	X	
Have an ability to work under pressure	X	
Have a willingness to learn, and a flexible attitude to working in order to support other areas of the business	X	

# APPLICATION DETAILS

# JACKSONS LANE

Jacksons Lane has a strong commitment to increasing the diversity of our staff. With this in mind, all candidates who indicate that they are from an ethnically or culturally diverse background, and who feel they meet the Essential Criteria of the Person Specification will be guaranteed an interview.

**To apply for the role** send a copy of your CV and a short covering letter to [recruitment@jacksonslane.org.uk](mailto:recruitment@jacksonslane.org.uk), including your full name and 'FOH Assistant in the subject line of the email.

We would also appreciate it if you could complete an Equal Opportunities form, and include this with your application so that we can continue to monitor and increase the accessibility of our recruitment process. This form is available on our website, alongside this recruitment pack.

Should you need to submit your application in another way for accessibility reasons please do get in touch.

<b>Application deadline</b>	10am, Thursday 14th July 2022
<b>Interviews (via Zoom)</b>	18th July 2022
<b>Preferred Start date</b>	August 2022

We will respond to all applicants, and contact after the closing date to invite to interview should your application be progressed to the next round.

Interviews will take place online via zoom, with questions sent out in advance to allow for some preparation. Should you have any specific requirements for the interview process, please do get in touch.