



Dear Applicant,

Hullabaloo Host/s, Casual hours

Thank you for requesting an application pack for the role of **Hullabaloo Host** at Theatre Hullabaloo.

This pack includes:

- Role description and person specification

The equal opportunities monitoring form is available as a separate downloadable document. Applications are by CV and covering letter.

You can find out more about Theatre Hullabaloo and our venue The Hullabaloo, by visiting our website www.theatrehullabaloo.org.uk. To find full information about our Creative Play space go to the 'things to see and do' page of the website and look at Deep Sea Adventures.

Theatre Hullabaloo is striving to be an equal opportunities employer. We welcome applications from candidates from communities that are currently under- represented within our organisation. The Hullabaloo is a purpose-designed space that is fully accessible.

We are a family friendly organisation and offer a flexible and supportive working environment, value experience as well as skills and qualifications and aim to ensure everyone in the organisation is aware of our equality and diversity commitments.

The deadline for applications is **12noon on Friday 24 January 2020**.

Please submit your application by email to info@theatrehullabaloo.org.uk for attention of Sarah Churlish. If you need to submit your application in an alternative accessible format please contact us in advance so that we know to expect it. **The proposed interview date will be week commencing 27th January 2020**. Please indicate in your covering letter if you are not able to make any date that week or time, and also let us know if you have any access requirements for the interview.

Please note that whilst we will acknowledge receipt of your application, due to the high number of applications received, we are unable to respond to them individually. If you have not been contacted by Friday 31 January, please assume you have not been shortlisted. I hope you decide to apply and look forward to receiving your application.

Best wishes,

Miranda Thain
Artistic Producer



Hullabaloo Host/s

£9.00 per hour

Contract: Freelance

Hours: Casual (Creative Play is open Monday to Saturday 10am until 2pm, this role/s will cover these times)

- *Responsible to the Programme Coordinator*

Main purpose of the Role: There will be two functions of the role of Hullabaloo Host, detailed below:

1. Creative Play Welcome

This role for the Hullabaloo Host/s is to oversee our Creative Play space which hosts installations for children and their families to participate in. The role is to ensure numbers of capacity are adhered to, to be the point of contact for questions/assist where necessary and capture data/information to feed into the development of the programme. Typical shifts will be 9.45am – 2.15pm.

Key responsibilities:

- Meet and greet visitors on arrival into The Hullabaloo and provide a warm and informative welcome.
- Be the main point of contact for families regarding Creative Play, answering questions and assisting their experience.
- Set-up Creative Play so it's ready for use by 10am.

2. Event Support

This role would be to support events within our programme as well as private bookings, for example birthday party bookings. Events within our programme include our drop-in participation activities which are largely craft based, bookable workshops run by artists and our bigger events with activities running across a full day.

Key responsibilities:

- Meet and greet visitors on arrival into The Hullabaloo and provide a warm and informative welcome.
- Be the main point of contact for families regarding events, answering questions and assisting their experience.
- Prepare activities in advance, for example preparing craft activities and dressing spaces in advance of an event day.
- Support the set-up of events.
- When supporting birthday parties, this role will include setting up the café space for the buffet, meeting and greeting party bookers and guests, managing the timings for the event.

General requirements (for both functions of the role):

- Manage the number of participants within the space at all times, ensuring that the space does not exceed its capacity for Health & Safety.
- Collate and capture data and feedback needed to ensure the programme is developed, reviewed and evaluated correctly.
- Have a duty of care for all children and young people that you encounter in line with our Safeguarding Policy.
- Assist and solve any unexpected issues and problems that may occur.
- Raise any concerns or complaints to the Programme Coordinator or Duty Manager (Saturday).
- To work independently ensuring you deliver on duties and responsibilities asked of the role.
- Adhere to Health and Safety procedures at all times.
- Be aware and act on our Fire Evacuation procedure.
- Act as an advocate for the company, communicating enthusiastically and confidently about our work.
- Work in line with the company's mission, vision and values.
- Offer a high level of customer and audience care at all times.

Additional

- Theatre Hullabaloo is an equal opportunities employer and we are committed to attracting and recruiting candidates from all communities.

The above provides example duties under the responsibilities and is not an exhaustive list. All other duties as reasonably requested by the Senior Management team.

Person Specification**Essential**

Experience of meeting and greeting visitors

Ability to oversee activity and confidently manage numbers within the space

Excellent communication skills

Punctual

Works independently

Uses initiative

Troubleshooting

Passionate about customer care

Highly motivated

Hard working

Positive and diplomatic

Calm and friendly personality

Approachable character

Enhanced DBS (we will process this for you if you do not have one)

Desirable

Experience of working within the arts/theatre sector and with children and young people.

Experience of managing activity sessions

Safeguarding training

First aid awareness

Early years/child care qualifications or equivalent

Knowledge of Theatre Hullabaloo's work

Interest in Theatre for Young Audiences
Interest in arts and culture or/and education
Level 1 Safeguarding Training (training can be provided)