

THEATRE

Hullabaloo



HULLABALOO HOST RECRUITMENT PACK

AUTUMN/WINTER 2021

WELCOME

Thank you for your interest in the role of Hullabaloo Host at Theatre Hullabaloo.

Theatre Hullabaloo is one of the UK's leading children's arts organisations. We make, produce, promote and programme world-class theatre for young audiences. In December 2017, we opened The Hullabaloo, a purpose-designed venue for children and families in Darlington, which is where we are based.

Theatre Hullabaloo is a small team fired with passion and commitment to impact the lives of our local audiences and also to contribute to national and international conversations about the role of the arts and creativity in children's lives. We are a friendly and inclusive organisation who work hard to support and meet the varying needs of people who work with us to ensure we employ the best people to do the job and that they represent the communities we serve. We are now looking for a pool of Hullabaloo Hosts to support the delivery of our programme of activity.

The Hullabaloo Hosts are a key part of the Theatre Hullabaloo team, providing a friendly welcome to the public and supporting our day-to-day activities in our building.

This application pack gives you an overview of Theatre Hullabaloo, the Job Description and Person Specification and details of how you can apply. **Please note that the deadline for applications is 1st November 2021 at 12pm (noon).**

If you would like to discuss the role prior to application, please email info@theatrehullabaloo.org.uk so that a phone call with Sarah Churlish, Programme Manager, can be arranged.

We look forward to receiving your application.

Miranda Thain

Chief Executive/Artistic Producer

ABOUT THEATRE HULLABALOO

Theatre Hullabaloo believes that creativity should be part of everyone's childhood. We are a pioneering organisation that makes, tours and promotes theatre for children and young people because we believe that they are the most important audience of all. Established as Cleveland Independent Theatre Company, a general regional touring theatre company in 1979, the organisation became a specialist young people's company in 1994 (CTC Theatre) and was then reimagined as Theatre Hullabaloo in 2009.

Theatre Hullabaloo is a National Portfolio Organisation (NPO) of Arts Council England, a registered charity and one of the leading specialist children's theatre organisations in the UK. We make and commission new work for audiences from birth to 16 years which tours regionally, nationally and internationally to a mixture of theatres, venues, schools, nurseries and community settings. We also deliver a busy artist and sector development programme, believing that our audiences deserve work made by the most brilliant of artists and we work with a range of partners and stakeholders to produce research into the value of creativity in the lives of children which impacts on national policy in this area.

*'If this was weekly, I
would bring my
child every week!'*

*- Audience
member (Lullabub)*



THE HULLABALOO



'I feel lucky that we have such an exciting arts facility so close to home as my daughter grows up'

- Audience member

In December 2017, Theatre Hullabaloo realised the dream of opening a purpose-built venue for children and families in Darlington. The Hullabaloo presents a year-round programme of world-class performances, free creative play installations, family-focussed activities, and participatory work with particular emphasis on early years creativity.

The venue has already welcomed over 55,000 children and their grown-ups through its doors to see wonderful theatre specially made for them, engage them in magical play installations and much more. The venue was named 'Best Family Venue 2019' in the national Fantastic for Families awards.

OUR VISION

A world where art and creativity for children is as brilliant and inspiring as they are and is a fundamental part of everybody's childhood

OUR MISSION

Theatre Hullabaloo champions the rights of children to art and creativity as an irreducible part of child development. We do this by making, presenting and advocating an inspiring and ambitious programme of theatre and play which is accessible to all children and families and speaks to all stakeholders in childhood

OUR VALUES

Theatre Hullabaloo is:

BOLD

We are artistically ambitious for our audiences and take risks in the ideas, stories and forms that we use to make meaning of our world

CHILD CENTRED



IMAGINATIVE

We celebrate the power of the imagination to make positive change. Imagination is magical, it stimulates creativity and innovation

COLLABORATIVE

We believe that we can achieve more when we develop ideas collaboratively, engage with a broad range of voices and make space for everyone to contribute

ACCESSIBLE

We are passionate about the rights of all children and families to have the best possible experience of our work, to feel invited and able to participate and to be fully represented in that work

THE ROLE

Title:	Hullabaloo Host
Salary:	£9.50 per hour
Hours:	Casual, hours will vary and shifts may vary from week to week. (The Hullabaloo is open Monday to Saturday 10am until 2pm,
Location:	The Hullabaloo, Darlington, DL1 1SG
Contract type:	Casual (3-month probationary period applies)
Holiday pay:	You will accrue holiday hours at the rate of 12.07% holiday hours per hour of work completed, which will be paid monthly.
Responsible to:	Programme Manager

We are proud to be a family friendly employer and operate a flexible working policy, in order to help our staff achieve a healthy work/life balance. Theatre Hullabaloo is a Living Wage Employer and is signed up to the Breathe Culture Pledge which is our commitment to the wellbeing of our team.

We are looking for friendly people who genuinely like children and who can support them and their families to have great experiences at The Hullabaloo. You don't need to have any formal qualifications or any experience in a customer facing or childcare role, we recognise that our best Hosts are just really good parents, carers, uncles, or the people who always sit at the kids' table at family gatherings! If you have the right personality for the job, we'll give you all the training and support you need.

OVERVIEW

Our team of Hullabaloo Hosts are key to implementing day to day activities in our building and delivering a broad programme of activity to families. There will primarily be three functions of the role of Hullabaloo Host, detailed below:

1. Creative Play Welcome

The Creative Play Welcome Host/s oversee our Creative Play space which hosts installations for children and their families to participate in for free during our core opening times (this is currently Dreamland). The role is to ensure numbers of capacity are adhered to, to be the point of contact for questions/assist where

necessary, to encourage play and capture data/information to feed into the development of the programme. Creative Play Welcome Hosts should be friendly, personable and approachable and enjoy playing with very young children. Typical shifts will be 9.45am – 2.15pm.

2. Event Support

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

This role is often required in school holidays and at weekends and aligns with our programme of activity in the building.

We are particularly looking for additional staff during this festive period to support additional activities in the building, therefore shifts at this time are likely to be frequent (approximately 1 – 2 shifts per week in December). Outside of this time, shifts would be less frequent (approximately 1 – 2 shifts per month).

3. Front of House Usher

The Front of House ushers' role is more focused on supporting the audience practically when they are in our building for performances and events. It will involve checking tickets, managing numbers in the theatre space and supporting audience members with any access needs. Because of the nature of the programme, you will need a flexible and friendly approach and enjoy working with young children and supporting them to have the best possible experience.

You do not have to work across all three of these areas. Please specify in your application which areas you are particularly interested in and if there are any you are not interested in.

We are looking to recruit up to 5 Hullabaloo Hosts to join our team to particularly support activities across the next few months.

MAIN RESPONSIBILITIES

All roles:

- Meet and greet visitors on arrival into The Hullabaloo and provide a warm and informative welcome.
- Be the main point of contact for families, answering questions and assisting their experience.
- Managing numbers of people in each space depending on the activity, ensuring that each space does not exceed its capacity for Health & Safety.
- Collect 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 Manager 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 of 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.
- Be available to work occasional evenings and weekends when required, along with a handful of meetings and company commitments throughout the year.

Creative Play Welcome Host (only):

- Set-up Creative Play so it's ready for use by 10am.
- Manage a waiting list
- Interact and play with children in the space

Event Support Host (only):

- Prepare activities in advance, for example preparing craft activities and dressing spaces in advance of an event day.
- Support the set-up of events.
- Support the delivery 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.
- Admin & marketing tasks

Front of House usher (only):

- Checking tickets
- Supporting audiences in events and performances, embodying our child-centred approach
- Supporting audience members with any access needs (training will be provided)

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.

Additional

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

PERSON SPECIFICATION

ESSENTIAL CRITERIA	Application	Interview
The successful candidate will have/be:		
Experience of meeting and greeting visitors	•	
The ability to oversee activity and confidently manage numbers within a space	•	•
Excellent communication skills	•	•
Be punctual		•
The ability to work independently as well as part of a team	•	•
The ability to use their own initiative	•	
The ability to troubleshoot	•	
Be passionate about customer care	•	•
Be highly motivated and hard working	•	
Be positive and diplomatic		•
Have a calm and friendly personality		•
Have an approachable character		•
Have an Enhanced DBS (we will process this for you if you do not have one)	•	•

DESIRABLE CRITERIA	Application	Interview
Experience of working within the arts/theatre sector and with children and young people.	•	•
Experience of managing activity sessions	•	
Participated in training to support audiences with additional needs e.g. Autism Awareness training	•	
Participated in Safeguarding training (Level 1) – training will be provided if you do not have this	•	
First aid awareness and/or qualifications	•	
Early years/childcare qualifications or equivalent	•	
Knowledge of Theatre Hullabaloo's work	•	•
Interest in Theatre for Young Audiences	•	•
Interest in arts and culture or/and education	•	•

HOW TO APPLY

To apply, please visit <https://airtable.com/shrGgh4gRScrVZgel> to complete an application form. A downloadable Word document is also available on our website – if using the word document, please email this to info@theatrehullabaloo.org.uk

We want to help applicants to fully represent what they can offer the organisation, so if you feel our application form isn't the best format for you, please contact us so that we can give you access to what you need to apply or attend for an interview.

We will also accept video applications (no longer than 2 minutes) or an audio file (no longer than 2 minutes). Please answer the questions on the application form in your video or audio file and send it to info@theatrehullabaloo.org.uk

We will be assessing your application based on how well you demonstrate you meet the essential criteria above, so make sure to include all relevant skills and experience so we can shortlist accurately.

Theatre Hullabaloo is an Equal Opportunities Employer and recognises the importance and advantages of diverse workplaces and communities. We particularly welcome applications from those who identify as being from an alternative background to White British, for example People of South, East, West and Central Asian heritage, African and Caribbean heritage, Middle East heritage, Latinx people and mixed heritage, those who identify as LGBTQI+, or are d/Deaf or disabled.

If you would like to share one of these protected characteristics with us, you can do so on the application form.

Please note that CVs will not be accepted, and we cannot accept physical copies of applications.

Application deadline: Monday 1 November 2021, 12pm midday

RECRUITMENT PROCESS

After applications close at midday on Monday 1 November, we will read through all entries and create a shortlist. The shortlisted applicants will then be invited to a recruitment day. If you haven't been shortlisted, we will let you know by Friday 5 November.

The recruitment day will consist of an introduction to Theatre Hullabaloo, our work and the values that underpin it and the impact we look to have on children and families. You will meet with a small group of applicants and taking part in a few short group activities, followed by some time with families in our Creative Play space and finally ending with a short 15 minute informal one-to-one conversation with us. These sessions will be a few hours long and there will be three different sessions happening across the day. You only need to attend one of these sessions.

After we have met all of the shortlisted applicants, we will contact those who are successful to invite them to a training day.

The training day will be a more in depth look at how our team works at Theatre Hullabaloo and will provide basic training in working with families. These will be two half day sessions. If you are successful, you will only need to attend one of these sessions. You will be paid for attending the training day.

Recruitment day: Monday 8 November 2021 – across 3 sessions

Training Day: Friday 12 November 2021 - across 2 sessions

If you would like an informal conversation about the role, please contact the office by emailing info@theatrehullabaloo.org.uk

PRIVACY NOTICE

Theatre Hullabaloo will collect and maintain some personal information about you throughout the recruitment and selection process. The organisation is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. The full applicant privacy policy is on our website alongside the application pack.



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