



Hullabaloo Host (Park End) Recruitment Information



WELCOME! FROM OUR PLACE TO PLAY PRODUCER

Thank you for your interest in the role of Hullabaloo Host at Park End Family Hub.

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.

In 2024, we are leading on a new programme called 'Place to Play' which sees us deliver Creative Play installations into Family Hubs across Teesside. Creative play spaces are unique, sensory installations designed for little ones and their grown-ups to take part in self-led play. Each one has been created by a specialist early years artist, with specific developmental aims in mind. Theatre Hullabaloo believes that creativity should be part of everyone's childhood.

We are looking for a pool of Hullabaloo Hosts to be based in the Family Hub to support the delivery of Creative Play. We are looking for people who are friendly, with inclusive values, who want to work hard to support and meet the varying needs of the people who work with us, to give them the best experience that we can. The role of Hullabaloo Host is a core role, designed to support the day-to-day activity of the Creative Play installation.

This application pack gives you an overview of Park End, Theatre Hullabaloo's values and missions, the Job Description, Person Specification and How to Apply.

If you would like to discuss the role, please email me at chloestott@theatrehullabaloo.org.uk or call us on 01325 405680.

We look forward to meeting you soon.



Chloe Stott
Place to Play Producer



PARK END FAMILY HUB

The site of Theatre Hullabaloo's first ever touring Creative Play installation is Park End Family Hub, based in Middlesbrough.

The Hub delivers a range of supportive services for families with children aged 0-19, and up to 25 for SEND families. Their programmes can assist with improving family life, developing communication skills, baby and child development and learning, and one-to-one advice and guidance. These can be delivered in person from the Hub, over the phone, via Whatsapp and online.

Theatre Hullabaloo and Park End Family Hub are collaborating on this unique pilot, which seeks to offer families in Middlesbrough an exciting and creative experience.



MISSION, VISION & VALUES



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.



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.



Child-Centred

Children are at the heart of everything we do.

THE ROLE

Job Title	Hullabaloo Host
Salary	£10.90 per hour (above National Living Wage) until March 2024 £12 per hour (above National Living Wage) from April 2024
Hours	Casual (Creative Play will be open from 10am-2pm on selected days between Monday and Sunday). Hosts can expect to work 1-2 shifts per week.
Location	Park End Family Hub, Overdale Rd, Park End, Middlesbrough. TS3 0AA
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	Place to Play Producer

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.



HULLABALOO HOSTS

Overview

Our team of Hullabaloo Hosts are key to supporting the successful delivery of the Creative Play installation at Park End Family Hub. There will primarily be two 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. The role is to encourage play, to ensure maximum numbers are adhered to, to be the point of contact for questions and assisting where necessary, and capture data/information to feed into the development of the programme.

Typical shifts will be 9.45am - 2.15pm.

Most days will see the Hullabaloo Host working independently, with regular check-ins from the Place to Play Producer and/or the Production Manager. This means the Host will be responsible for the surface-level upkeep of the installation, reporting any issues to the wider team. The host will be the first point of contact for all Creative Play users and will be required to deal with any issues in the moment, reporting back any concerns that will need further attention.



2. Workshop Support

This element of the role supports creative workshops and sessions within our Place to Play programme. This could involve taking registers, directing around the building and being on hand to support parents and delivery teams.

Sessions within the programme include the weekly 'Let's Play' classes, a play on prescription programme for under 5s, and other more adhoc sessions for all ages under 11. This may require more cover across school holidays and at weekends to align with the programme of activity in the building.

MAIN RESPONSIBILITIES

All roles

- Meet and greet visitors on arrival into Park End Family Hub for the Creative Play installation and provide a warm and informative welcome.
- Be the main point of contact for families, answering questions and assisting their experience.
- Manage numbers of people into the space, ensuring that it 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 Place to Play Producer, or the wider Hullabaloo team in their absence.
- 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 the 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 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

- Set up Creative Play so it's ready for use by 10am.
- Manage a waiting list for customers using the Creative Play space if necessary.
- Encourage play with families in the installation.
- Regularly check on Creative Play installation throughout the day to ensure everything is in safe, working order.
- Report any physical or technical issues to the Production Manager.
- Report any customer concerns or issues to the Place to Play Producer.

Creative Workshop Support Host

- Support the preparation of activities, for example preparing craft activities and dressing spaces in advance of an event day.
- Support the set-up of events and workshops.
- Support the delivery and engagement of participants during workshops, encouraging children and parents to join in with activities.
- Admin and marketing tasks as appropriate, such as providing content for social media.

The above provides example duties under the responsibilities and is not an exhaustive list. You will also be expected to fulfil all other duties as reasonably requested by the Senior Leadership 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

The successful candidate will have/be:

Application / Interview

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

The successful candidate will have/be:

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	•	•
Knowledge of Theatre Hullabaloo's work	•	•

PERSON SPECIFICATION

Opportunities for training

Hosts will be required to undergo relevant training to ensure they can meet their duties. If a host does not have existing qualifications, Theatre Hullabaloo will support them to receive the following:

- First aid awareness and/or qualifications
- Safeguarding training (Level 1)
- Training to support participants with additional needs
e.g. Autism Awareness training
- An Enhanced DBS

Diversity

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 LGBTQIA+, 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 form.

Please note that this role has some physical elements and candidates will need to be able to complete these tasks, for example moving creative play furniture, tables and chairs. We are keen to seek applications from all under-represented candidates and welcome any person with a disability to apply, but we wish to highlight in advance that these tasks are part of the role.

If anyone is unclear or unsure if they may be able to undertake the role, please contact us and we can arrange a chat about the tasks required.

We are also happy to look at any reasonable adjustments for any candidates to overcome a disadvantage that they might experience as a result of the disability.

In order to assess under-representation in our staff team and board, applicants who fulfil the essential criteria as specified in the role description and who identify as a protected characteristic outlined above will automatically be offered an interview.

APPLICATION PROCESS

To apply please complete the online application form found via the Theatre Hullabaloo website on the page 'Join the Team':

<https://www.theatrehullabaloo.org.uk/who-are-we/join-the-team/>

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 can accept applications in written format on the application form, by video in which the questions are addressed or by audio format. Videos and audio should be no longer than 3 minutes and should be sent to info@theatrehullabaloo.org.uk by the closing date.

We will be assessing your application by scoring your answers 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.

Closing date: Thursday 15 February 12pm

Shortlisting will take place on Friday 16th February and those invited to interview will be contacted the week commencing Monday 19th February. Those not invited to be interviewed will be informed by email.



Informal Interviews:

Thursday 22 February at Park End Family Hub*

Interviews will be an informal chat for us to get to know you better.

*If you would like to apply and cannot attend an interview on this date, please let us know and we will try to accommodate you at a different time.

Induction and training will take place throughout February with some time at The Hullabaloo in Darlington, to experience a Creative Play installation in action, along with familiarisation time at Park End Family Hub. Training and induction will be paid for at the usual hourly rate.

We then expect the Creative Play installations to be open for previews to invited guests from late February/early March, and to the general public from March onwards.

*** INFORMATION SESSIONS

If you would like to hear more about the project and the role before making an application, you can attend an informal information session with Chloe the Producer on:

Wednesday 7 February 10am-11am
in person at Park End Family Hub

Tuesday 13 February 2pm-3pm on Zoom via this link:
<https://us02web.zoom.us/j/81109051783>

These sessions are also a chance to ask any questions. This will not affect or impact your application and will not be classed as an interview. You do not need to book onto these sessions, you can simply turn up.

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.



FIND OUT MORE

You can find out more about Theatre Hullabaloo by visiting
theatrehullabaloo.org.uk

Facebook: @TheatreHullabaloo / @HullabalooHome

Twitter: @HullabalooTweet / @HullabalooHome

Instagram: @TheatreHullabaloo

The Hullabaloo, Borough Road, Darlington. DL1 1 SG

Tel: 01325 405680

THEATRE
Hullabaloo



Supported using public funding by
**ARTS COUNCIL
ENGLAND**

Theatre Hullabaloo is a trading name of Cleveland Independent Theatre Company
Company Registration 01458421 - Registered Charity 279690

