

Front of House Assistant

Location: Riverbank Arts Centre, Main Street, Newbridge, Co. Kildare, W12 D962

Working Hours: Casual, Monday-Sunday. Due to the nature of the role set hours cannot be guaranteed.

Clothing: Black t-shirt worn with black trousers and black shoes. No excessive jewellery, scarves, hats etc

Training: All potential Front of House Assistants must be available for training on Monday 26 August, 7pm-9pm. Front of House Assistants will also benefit from continuous on the job training.

Reporting to Box Office & Front of House Manager and Venue Director

Key Relationships Box Office team, Tech team, Marketing

Background

Riverbank Arts Centre is the county arts centre based in Newbridge, Co. Kildare, funded by The Arts Council and Kildare County Council. Riverbank Arts Centre works in partnership with international, national and local artists to deliver an accessible and consistently high-quality arts programme in an intimate environment. We provide a multi-disciplinary programme which includes theatre, cinema, comedy, music, dance, workshops and visual arts.

With a dedicated children's gallery and programming of high-quality theatre and workshops for younger audiences, Riverbank is also committed to promoting early engagement with and access to the arts.

Riverbank Arts Centre is a producer and co-producer of new work. We work closely with visual artists and theatre artists to develop and present work, with a particular focus on arts experiences for young people. We commission exhibitions, host residencies and have presented world premieres of work by leading theatre companies including Theatre Lovett, Monkeyshine, Moonfish, Fidget Feet Aerial Dance Company, Branar Téatar do Pháistí, Collapsing Horse, and Super Paua.

Riverbank Arts Centre is a welcoming, friendly, accessible space to bring arts and culture to the centre of civic life and community in Newbridge and environs. We aim to germinate and generate a future audience for the arts in Newbridge and the wider county, by supporting lifelong participants and advocates for the arts.

Riverbank Arts Centre is an equal opportunity employer. We do not discriminate against employees or applicants for employment on any legally-recognized basis, including, but not limited to: race, colour, religion, sex, national origin, age, disability, sexual orientation, gender identity, or marital status.

We are committed to fostering a workplace that reflects the rich diversity of our community and the artists we serve.

Overview and Job Description

The Front of House Assistant key tasks and responsibilities are to ensure that audiences and visitors have the best possible experience when they visit Riverbank Arts Centre; that all customers and artists are treated with courtesy and respect and helped with directions and any queries they may have; that Riverbank Arts Centre policies are adhered to, agreed security procedures are observed at all times; that health and safety procedures and regulations are strictly adhered to.

Key responsibilities include:

- To welcome patrons, check ticket stubs, usher patrons to seats and act as the point of contact for enquiries;
- To ensure the public areas, foyer, auditorium and toilets are presentable at all times;
- To be responsible for the safety and comfort of patrons before, during and after performances.
- To keep up to date and be knowledgeable about the programme of events

Riverbank Arts Centre requires that the successful candidate be able to demonstrate strong examples from their past experience highlighting that they have both the capability and desire for this role.

Experience and Knowledge Required

- Ability to carry out front of house procedures as instructed by the Box Office Manager
- Ability to proactively engage as a member of a team, ensuring that all tasks are carried out in a timely and efficient manner
- Experience working in a fast-paced environment

Person Specification

- Ability to work well under pressure
- Excellent communication skills
- Ability to work independently as required
- Friendly and approachable
- Flexible, openminded and adaptable
- Interest in the arts e.g. theatre, visual art, is highly desirable
- Weekend and evening availability is essential

Application Process

Please send a cover letter and your CV outlining why you think you are suitable for this position to marketing@riverbank.ie