



## Job Description for role of: Front of House Steward

**Supported by:** Front of House Supervisor, Volunteer Coordinator

This is a flexible voluntary position to be undertaken from Thursday 28th June to Sunday 1st July 2018, plus 1.5 hour training session on a day prior to the festival (date will be negotiated when all positions are filled). Completion of the online volunteer form is compulsory for each year. The role will also require reliable communication via email and phone prior to the festival dates.

### Our Vision

Fringe TheatreFest is modelled on the way that Canadian Fringes operate. The overall aim is to provide a low-cost, supportive environment and a level playing-field. The festival is not juried or curated - selection is by picking names from a hat for Regular Venues and in order of application for Found Venues and Outside Performances. No distinction is made as to the status of the companies - amateur, professional, student or whatever.

### Principal Responsibilities

The Front of House Steward ensures that festival participants have a welcoming, exciting, fun and safe experience at Fringe TheatreFest. Their responsibilities will include but may not be limited to the following:

- Guide audience members to their seats
- Observe the auditorium during performances to ensure festival policy is being followed
- Keep all front of house materials organised to festival standards
- Ensure that all festival policy and procedure is followed
- Answer or find answers to customer questions and concerns
- Maintain a tidy and safe front of house area, putting into practise risk assessments
- Read the Front of House Announcement to the audience before the start of each performance
- Assist with crowd control during highly attended performances
- Report any issues, injuries, incidents or near misses to Front of House Supervisor
- Reset the auditorium after/before each performance
- Know the evacuation procedure and undertake the relevant role in the event of an evacuation
- Maintain reliable communication via both email and phone during and prior to the festival

### Personal Attributes

The Front of House Steward is someone that customers can comfortably approach and who listens to their questions and concerns. They are able to remain calm and focused during peak times or when under time constraints. They make decisions with the needs of customers in mind. They can relate to and work with a wide variety of personalities. They are able to adapt to new or different environments and teams. They are able to keep time in mind to help ensure their venues compliance with the strict festival schedule. A Front of House Steward will therefore demonstrate a good proficiency in the following competencies:

- Approachability
- Composure
- Customer Focus
- Interpersonal Savvy
- Learning on the Fly
- Time Management

### Desirable Skills and Experience

- Experience working in a performing arts organisation
- Experience assisting members of the public

*Fringe TheatreFest is about a whole variety of people and institutions coming together to make something extraordinary happen. And the volunteers are the lifeblood of the whole enterprise.*