



Opera Holland Park
Job Application Pack



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We are Opera Holland Park

We are an urban company in a leafy, airy setting. Every summer we build a theatre and perform to audiences from the Royal Borough of Kensington and Chelsea and beyond.

We identify and nurture emerging talent through our Young Artists scheme, and welcome singers, conductors, directors and designers back as their careers take flight.

We are an independent charity. Throughout the year, we serve the community in care homes, hospices, shelters and schools. We build the audiences of the future and take music to those for whom a traditional theatre setting is inaccessible.

We work in a four hundred year old multimedia live art form and tell stories through the expressivity and emotional honesty of the unamplified human voice. Our work covers a multitude of genres, time-periods and places. We take our audiences with us, introducing them to rarities and celebrating well-loved classics together.

Cover image: Natalya Romaniw in Opera Holland Park's International Opera Award-nominated production of Tchaikovsky's *Iolanta* © Robert Workman, 2019



Our Mission and Values

Our mission is to share the cultural, wellbeing and social benefits of opera with our local community in Kensington & Chelsea and beyond. We do this by:

- Staging affordable and accessible, high-quality opera productions at our open air theatre in the centre of Holland Park
- Working with our family of freelance performers and creatives to bring opera to those for whom traditional theatre productions are inaccessible
- Providing opportunities for emerging talent in the opera industry to develop their skills and gain experience in a supportive environment
- Using our platform as a respected arts organisation to dispel stereotypes and spread the message that opera is for everyone

As a company and a community, we work together to make sure everything we do embodies our values:

- Creativity – Whether we're producing our summer opera festival, building our theatre in the heart of Holland Park, or looking for ways to make opera accessible to new audiences, creativity is central to our work.
- Community – Opera Holland Park is not just a company but a community, made up of all the people who support us, work with us, see our shows and take part in our events and workshops. Through our outreach and education work, we aim to welcome as many people as possible from the local community into the Opera Holland Park family.
- Integrity – We are a company with integrity. Every one of us believes wholeheartedly in the importance of each project we work on. When it comes to our productions, we strive to get to the heart of the stories that make opera such a compelling artform.
- Respect – As a company and a community, our respect for one another defines how we work together in the rehearsal room, offices, backstage and beyond. It also defines our relationship with the historic site where our theatre is based, and our approach to the environment and sustainability.
- Passion - What unites us as a community is our passion for opera, for the cultural, wellbeing and social benefits classical music can offer, and for showing that this profoundly human, 420-year-old artform is for everyone and is still relevant today.



Job Description

Job Title: Front of House Steward

Department/Team: FOH/Customer Experience Team

Reports to: Front of House Manager

Contract type: Casual, fixed-term contract

Location: Opera Holland Park Theatre, Holland Park, Ilchester Place, W8 6LU, London UK.

Probation period: 2 weeks

Notice period: 2 weeks for either party

Hours: Usual pattern of working hours is 4.30/5pm to 11pm on each performance night. The usual matinee pattern of working hours is 11am- 4.30/5pm. A certain degree of flexible working is expected as required.

Hourly wage: £11.05 per hour

Additional Benefits: continuous dedicated training in the areas of theatre accessibility and hospitality

Apply by: 5pm on Monday 4 April 2022.

Training day: 18 May 2021, 10am–4pm. This date is set in stone and applicants must be available to attend the full training session.

Duration of the Festival: 26 May–31 August. The full programme can be found [here](#).

Purpose of job

The Front of House team are the first point of contact for guests on arrival and the last people visitors see at the end of their stay. The key purpose of the job is to ensure all patrons visiting the theatre have the best possible experience in a healthy, safe and secure environment.

Day in the life

A typical day in the life of the Front of House team would consist of arriving on site, getting ready for the shift (picking up a radio and changing into uniforms). There may then be a briefing with the FOH Manager and the extended management team when applicable. After the briefing, the team will prepare the auditorium seating, ensuring chairs are correctly positioned and the space is immaculate. The team will also help prepare the hospitality spaces to make sure we're ready to invite our guests.



The busiest times fall before the show and during the interval. The FOH team will be checking and scanning the tickets, guiding the patrons around the site and/or to their seats in the auditorium, having a friendly and engaging conversation with the guests and helping with any enquiries.

The FOH team ensure patrons are seated in the auditorium ready for the performance to start. During the performance, the team will be on hand across the site to help with customer enquiries. At the end of the performance the FOH team supervise patrons leaving the site and look for lost items. They will also have a debrief once the site has closed, and contribute to the daily FOH report.

Areas of responsibility

- Setting out the auditorium correctly for each specific performance
- Welcoming guests to the theatre
- Checking tickets and showing customers to their seats
- Addressing customer enquiries
- Ensuring safety and comfort of the patrons whilst maintaining good order.
- Dealing with disturbances in a polite and firm manner.
- Ensuring that the theatre site is maintained in a clean, tidy and safe condition.
- Ensuring patrons comply with house rules and safe use of the venue.

The duties and responsibilities outlined in this job profile are indicative of the role; however, they are not exhaustive and may be subject to change. In addition, you will be required to undertake other reasonable duties as directed by your manager.

Role expectations and accessibility

The role of the Front of House Steward is based at the Opera Holland Park theatre, which is in the middle of Holland Park, and is mostly canopied. Front of House staff can expect to be exposed to the elements for the duration of the festival season, from extreme heat, to the cold and wet.

The role will require a lot of standing, walking, and using the radio during each shift. There will not be a lot of heavy lifting, but the team will be expected to reset the auditorium chairs and seating on most performance dates.

Depending on the COVID-19 regulations at the time, Front of House team members will be expected to wear a face covering or visor. Also, each member of the team will be asked to perform regular, independent, semi-weekly Lateral Flow Testing (subject to change depending on Government guidelines).



The role requires a positive attitude, confidence, and a degree of diplomacy. As it is public facing, unexpected situations will arise regularly, and no day is the same. Ongoing training (on-site and/or virtual) will take place regularly to help the FOH team deal with these situations, and everyone appointed will be expected to participate.

Access to the theatre site is step-free via both the East and West Gates. There is a short hill with a steep gradient at the West Gate, so the East Gate is more appropriate for those using a self-propelled wheelchair. All further information on theatre access can be found [here](#).

Practicalities

Opera Holland Park will provide a uniform polo shirt for warm weather, and a rainproof and windproof jacket for colder days. It will be the FOH Steward's individual responsibility to keep it clean, ironed and tidy. The company will also provide umbrellas for rainy days. We will ask the FOH Steward to wear their own dark trousers and sensible shoes. Each typical shift will include a 20–30 minute break. You will need to provide your own drinks and food.

There is an all department COVID-19 Safety Protocol in place. Each member of the team will be required to adhere to the safety rules.



Person Specification

We are looking for Front of House team members who are welcoming, personable, confident and reliable. For this role, we are prioritising potential over experience: we want someone who is committed to exceptional customer service and high-standards in everything they do. Successful applicants will be team players who will represent Opera Holland Park and its values throughout the summer season.

If you've worked in a theatre or other customer facing environment, that's fantastic, but what's more important is that you can show us that you are highly motivated, open to new ways of working and ready to meet that challenge.

We are heading into a very exciting time for Opera Holland Park, and we need a welcoming Front of House team with integrity and openness to support the company in delivering a successful 2022 season.

Essential criteria

- Ability to work well within a small dedicated team
- To be thorough and pay attention to detail
- Patience and ability to remain calm, positive and professional when working under pressure
- Ability to be creative and resourceful in problem solving
- Ability to accept criticism and work well under pressure
- Sensitivity and understanding
- Excellent verbal communication skills
- Ability to work well with other departments
- Excellent time management skills

Desirable criteria

- First Aid/Emergency First Aid, Fire Marshal Training
- Experience in a demanding customer facing environment, either in the theatre or other industries
- Knowledge of opera, ballet, theatre, and/or other art forms



How to apply

To apply for this role, please:

1. Download the Application.
2. Complete the anonymous Equal Opportunities Monitoring Survey [here](#).
3. Complete the Application Form, and email it as an attachment (either in Word or PDF format) to Laima Arlauskaite at events@operahollandpark.com. Please make sure you demonstrate how your skills and experience meet the person specification provided, particularly in the 'Personal Statement' section.
4. We also accept applications in video or audio format. If you would prefer to apply in this way, please email a link to your video or audio file to the email address provided.
5. We also accept applications in a video or audio format. If you would prefer to apply in this way, please email a link to your video or audio file to the address above. As a guideline, you should aim for a recording of around 3–5 minutes to answer all questions on the Application Form

The deadline for receipt of completed applications is 5pm on Monday 11 April 2022. Any application received after this date may not be included in the recruitment process.

Interviews will be held during the week commencing 18 April 2022.

We will reply to all applicants with the outcome of their application within two weeks of the deadline. If you would like feedback on your application, please reply to the email informing you of the outcome of your application.

Equal Opportunities

Opera is for everyone. We commit to creating opera for all people, and working with all people to create opera. We believe it is essential to nurture new and diverse talent, onstage and off. The more diverse our workforce, the stronger our community and the better able we are to achieve these aims.

We are particularly keen to receive applications from people who experience racism, disabled people and LGBT people, as these groups are currently under-represented at Opera Holland Park.

Access

We are committed to making our recruitment process as accessible as possible. As part of this, we will:

- Provide detailed access information for all roles to the best of our knowledge at the time of recruitment



- Provide our Recruitment Pack and Application Form in a variety of formats, including large print
- Accept applications in written, video, and audio format
- Provide interview questions to all shortlisted candidates in advance
- Commit to offering interviews to all candidates who self-identify as disabled and meet the essential criteria

Contact us

If you have any questions about this role or our recruitment process, or if you wish to discuss any adjustments to make our recruitment process or workplace accessible to you, please don't hesitate to get in touch with Laima Arlauskaite at laima.arlauskaite@operahollandpark.com or 07891 672970. We will be very happy to hear from you.

Thank you for your interest in Opera Holland Park.