



Opera Holland Park

**Front of House
Stewards**

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.



Our Mission and Values

Our mission is to share the cultural, well-being 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: Front of House 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: 1 week for either party

Hours: Usual pattern of working hours is 5pm to 11pm on each performance night. The usual matinee pattern of working hours is 11.30am-5.30pm. A certain degree of flexible working is expected as required.

Hourly wage: £13.15 per hour

Additional Benefits: continuous dedicated training in areas such as First Aid, Fire Marshalling, Dementia Friends and Mental Health First Aid

Apply by: 10am on Friday 3 May 2024

Contract duration: 16 May–17 August 2024 with rotas normally to be sent one month in advance. Training day is pencilled for 16 May.



Purpose of job

As a Front of House Steward, you'll be the welcoming face of the theatre, ensuring that all Opera Holland Park audiences have an exceptional experience from the moment they enter the venue. Your primary responsibility is to provide outstanding customer service while maintaining a safe and enjoyable environment, in addition to ushering, checking tickets, and helping with general customer enquiries. The Front of House stewards are crucial in creating a positive atmosphere and ensuring smooth operations during performances and events. Flexibility, excellent communication skills, and a personable nature are essential for success in this position.

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.

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 including 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.

Person Specification

We are looking for Front of House stewards 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 2024 season.

Essential criteria

- Customer-orientated approach
- 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
- Excellent verbal communication skills
- Reliable with 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 Form [here](#) (also available in large print [here](#))
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 info@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 **10am on Friday 3 May 2024**. Any application received after this date may not be included in the recruitment process.

We will be considering applications on a rolling basis. We therefore encourage early applications!

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 of a variety of ethnic backgrounds, people with disabilities and people who identify as members of the LGBT+ community, as these groups are currently under-represented at Opera Holland Park. We are taking positive action by guaranteeing a first round interview to any candidate who self-identifies as having one or more of these backgrounds and have experience in Front of House settings. If you regard yourself as someone who meets these criteria, please state so clearly on the email you send your application on.

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 info@operahollandpark.com

We will be very happy to hear from you.

Thank you for your interest in Opera Holland Park.