



FRONT OF HOUSE & BAR TEAM

INFORMATION FOR APPLICANTS

Thank you for your interest in this vacancy. Please find attached:

- Job Description & Person Specification
- Application Form Parts A & B

Please also refer to the Traverse Vision, Mission and Values Statement and Candidate Privacy Notice which can be viewed and/or downloaded from the jobs page on our website at www.traverse.co.uk/jobs

HOW TO APPLY

To apply for this post you must complete all sections of the application form. We cannot accept CVs in application for this post.

You can then submit your application using our recruitment portal [here](#) Click on the **Apply Now** button and follow the instructions.

We would like to clarify that submitting a video comment is entirely optional. Should you prefer not to use the video option this will have no negative impact on our assessment of your application and in our decision-making process.

Additional help on submitting your application on the portal can be found in this guide [How to submit a job application with Deputy Hire](#)

If you have any issues sending your application please email us at jobs@traverse.co.uk as soon as possible.

Should you require to make your application in an alternative format please contact us as soon as possible on 0131 228 3223 or by email to jobs@traverse.co.uk and we will make every effort to meet any reasonable request.

Please note all applicants must be able to provide documentary evidence of their eligibility to work in the UK and be in possession of any necessary work permit and/or visa.

Applications should arrive no later than **12 noon on Friday 23 February 2024**. Please note that late applications will not be accepted.

THE SELECTION PROCESS

The panel will interview those applicants who appear, from the information available, to be the most suitable in terms of skills, qualifications and experience. It is essential that you give full details in each of the sections of the application form and provide evidence of how you meet the particular experience and qualities sought.

The Traverse will guarantee an interview to any applicant with a disability and who meets the minimum person specification criteria. Should you wish to be considered under these conditions please indicate this in the recruitment portal.

INTERVIEWS

Interviews will be held in the week commencing 26 February 2024.

We expect to receive a high volume of applications for this post and regret we will be unable to respond to everyone individually. Therefore, if you have not heard from us by 26 February 2024 you should assume that your application has been unsuccessful.

With best wishes



Pauleen Rafferty
Payroll & HR Manager



Job Description & Person Specification

**TRAVERSE
THEATRE**

Post Title: Front of House & Bar Team

Responsible to: FOH Duty Manager

Key Purpose: To deliver exceptional customer service and ensure a welcoming and safe environment able to meet the needs of a wide range of customers.

Main Duties: The following list is typical of the level of duties which the post holder will be expected to perform. It is not exhaustive and other duties of a similar type and level may be required.

- Ensuring the highest standards of customer service.
- Maintaining an inclusive and accessible environment and assisting patrons with additional needs.
- Assisting audience members with finding their seats, guiding them to the appropriate areas within the venue, and ensuring a smooth and efficient seating process.
- Managing queues and addressing questions from audience members.
- Maintaining a clean and organised front of house/public areas, ensuring a pleasant and inviting environment for all patrons.
- Scanning tickets and ensuring that age restrictions are adhered to.
- Upholding policies on latecomers.
- Taking responsibility for the safe evacuation of audience members in case of an emergency, following the Front of House evacuation procedures.
- Serving drinks to audience members, processing payments, wiping down tables, restocking the bar area, and maintaining cleanliness and tidiness.
- Adhering to all licensing, and health and safety regulations, and enforcing responsible alcohol service guidelines.
- Adhering to and promoting the Equal Opportunities Policy set out by the organisation.
- Ensuring that all services delivered through the Traverse operate within a Health & Safety framework.
- Assisting with any other duties as agreed with the Duty Manager.

Our ideal candidate will have these essential skills, knowledge, and experience

- Individuals with a passion for customer service and a love of the arts
- Team players who are also capable of working independently
- Problem-solvers with a keen eye for detail and the ability to think on their feet
- Candidates with a commitment to inclusivity and accessibility

Desirable skills, knowledge, and experience

- Experience in customer service or hospitality is advantageous but not essential

Some Terms and Conditions:

- Rate of pay £12 per hour
- Hours of work are variable, depending on our events schedule and programming. There are no minimum guaranteed hours.
- This is a permanent position with a probationary period of six months.
- Paid holiday entitlement is equivalent to 32 days per annum, including public holidays.
- There is a contributory pension scheme available with matched contributions at 4%.

Additional

- Applicants must be eligible to work in the UK and, if applicable, must hold any necessary work permits and/or visas.
- Applicants must be available for interview in the week commencing 26 February 2024. Interviews may be in person or by Zoom call.
- We experience a high volume of applications and are unable to respond to all of these. If you have not heard from us by 26 February 2024 unfortunately your application has been unsuccessful.
- The closing date for applications is **12 noon on Friday 23 February 2024.**
- The Traverse is an accredited Real Living Wage employer and aims to be an equal opportunities employer.



FOR OFFICE USE:

REF: FOH 02-24

APP NO.

PART A: PERSONAL INFORMATION

Application for the post of:

Front of House & Bar Team

1. Personal Details

Surname:	
Forename(s): (indicate the name you wish to be known by)	
Permanent Home Address including postcode:	
Contact phone number:	
Personal contact email address (to be used for purposes of this recruitment):	

2. Conditions

Only applications which contain all the requested information, will be considered. **Information in support of your application will not be accepted after the closing date for receipt of applications.**

Before you submit your application, please ensure that you are eligible for this post by referring to the job description and person specification as well as any additional information for applicants. If you are successful at interview, a complete enquiry of your eligibility will be made. If you are uncertain about any aspect of your eligibility, please contact us.

A candidate found to have given false information or wilfully to have suppressed any material fact will be liable to either disqualification or, if appointed, to dismissal.

Late applications will not be accepted.

3. Declaration

The information given in Parts A and B of this application is complete and correct to the best of my knowledge. Under the terms of the Data Protection Act 1998, I agree that the information given in Parts A and B of this application may be processed to provide management information for recruitment and equality & diversity monitoring purposes. This information will not be retained longer than it is needed, and paper records are normally disposed of after one year. Applicants will have the right of access to any information held about them.

Signed _____ Date _____

If your application is submitted by e-mail we will require you to sign this form if invited to interview.

Please upload your completed application form on our recruitment portal [here](#)

If you have any issues sending your application please email us at jobs@traverse.co.uk as soon as possible.

The information given on this form will be used strictly for the purposes of recruitment of stated post; communicating with candidates regarding this recruitment; taking up references; and the processing of payroll, pension, tax and national insurance; and contractual obligations of successful candidates. The forms of successful candidates will be securely stored in your personnel file and will be securely destroyed after a period of 1 year.



FOR OFFICE USE:

REF: FOH 02-24

APP NO.

PART B: SKILLS AND KNOWLEDGE

Application for the post of:

Front of House & Bar Team

1. Educational Qualifications

To the extent that you consider that education qualifications are relevant to the post, please complete this section.

Subject	Level e.g. Standard/ Higher	Result

2. University or further education

If you have attended university or college, please provide details as follows:

University or College	Details of qualifications (including title and type of degree, diploma or certificate	Class & Division (if applicable)	Main Subjects

Post-graduate qualifications	University or College	Details of qualification	Main Subjects

3. Current Employment

Are you currently employed? Please answer YES or NO	
Name of Current Employer/Contractor	
Address of Current Employer/Contractor	
Date Started	
Employed/contracted as:	
Current Salary/Fee	
Why do you wish to leave?	

Employers'/Contractors' References

Please note that employers' or contractors' references covering the last 5 years will be required if we are considering you for an appointment following your interview.

If invited to interview, may we ask your present employer/contractor for a reference?

Yes ☐ No ☐

May we approach your previous employers/contractors for a reference if we are considering you for an appointment?

Yes ☐ No ☐

Reference details of Current Employer or Contractor (if Freelance)

Name of employer/contractor	Postal address	Email contact	Phone contact

Reference details of Previous Employer or Contractor (if Freelance)			
Name of employer/ contractor	Postal address	Email contact	Phone contact

Please give the name, address and telephone number of an additional referee who need not be a current or former employer/contractor:			
Name & capacity this person knows you	Postal address	Email contact	Phone contact

To the extent that you consider it relevant to the post, detail your previous employment, including self-employment and freelance work, **starting with the most recent**.

Name, Address & Phone No. of Employer/Contractor	Job Title and Main Duties/Freelance contract details	Length of time in Post	Reason for leaving

4. SKILLS & KNOWLEDGE

Please study the **Job Description and Person Specification**. Use this space to demonstrate that you have the skills and knowledge we have asked for. You may also use this space to include any other information which may be relevant to your application.