

Venue Assistant and Operator call out (casual)

About Oldham Coliseum Theatre

Oldham Coliseum Theatre provides distinctive and high-quality theatre performance and participatory activities, inspiring individuals and communities and making meaningful contributions to social and cultural regeneration in Oldham, Greater Manchester and nationally. Fostering a culture of aspiration, the theatre delivers a wide range of life-changing cultural experience, emphasising and promoting collaboration, sustainability and community cohesion.

Following the closure of the original building on Fairbottom Street on 31 March 2023, Oldham Coliseum Theatre is currently focused on delivering a cultural programme across the borough and working with Oldham Council on their plans for a new theatre opening in 2026.

The new building will be part of Oldham's Cultural Quarter and will provide a more modern, accessible venue for performers, participants in our engagement programme and audiences from Oldham and beyond.

Purpose

The Venue Assistants and Operators will support the run of Roundabout, a 167-seater pop-up theatre that will host an artistic programme - including a variety of live events - from 25 April until mid July 2024. Focusing on work made in Oldham, the Coliseum at the Roundabout will bring relevant and entertaining stories for the whole family to enjoy.

Venue Assistants support the Duty Managers to ensure an excellent and safe welcome for audiences and participants.

Our Operators' roles encompass theatre technician duties such as operating lighting and sound and supporting the Technical team to provide appropriate proactive and creative technical production support as well as stage management work to support the delivery of our programme.

We are looking for people who will be available regularly and particularly on Thursday, Friday and Saturday evenings. Shifts are generally 3.5 to 5 hours in length. Training on equipment and processes will be provided as required.

How to apply

Please fill in the simple form on our website to express your interest in this opportunity.

All applicants will be invited to a recruitment workshop, where we will do some group activities and a brief interview.

Date: 23 April 2024

Time: 10-3pm

Location: Oldham Library and Lifelong Learning Centre, Greaves St, Oldham OL1 1AL

You must be available for the entirety of the workshop to be eligible for this position. If you need support or reasonable adjustments with this process, or have any questions, please email info@coliseum.org.uk.

We want to create a community where everyone feels valued regardless of their background, identity, or circumstances. We are committed to equality and diversity within our workforce and particularly encourage those from under-represented backgrounds to apply.

Job description

Responsible to: Duty Technician and/ or Duty Manager

Works closely with: Production Manager (Paines Plough), Producer (Roundabout), Technical Manager, visiting company personnel

Main Duties and Responsibilities:

Front of House

- Welcome patrons, check tickets, usher patrons to seats and act as the point of contact for enquiries
- Sell programmes, texts or other merchandise pre-performance, during the interval and post-performance
- Ensure the public areas, foyer, auditorium and toilets are presentable at all times
- Ensure freesheets, leaflet displays and merchandise are tidy and well stocked and that all poster displays are clean
- Be responsible for the safety and comfort of patrons before, during and after performances.
- Have a good knowledge of the Coliseum's upcoming programme
- Provide a welcoming environment to all visitors to the theatre
- Uphold the highest standard of customer service
- Assist in ensuring the safety and comfort of members of the public and staff
- Deal effectively with any customer problems and enquiries;
- Be fully aware of the emergency evacuation of the theatre & Front of House areas
- Ensure that basic daily cleaning duties are carried out
- Attend all training sessions.

Technical

- Set up furniture, lighting, sound and multimedia equipment for events as required
- Operate lighting, sound and multimedia equipment
- Provide provide basic stage management as required
- Provide assistance to ensure rehearsals and production meetings run smoothly
- Ensure all health and safety requirements are met for the use of the performances
- With support from the team, ensure external teams are fully briefed on the safe use of the space
- Attend training as required and maintain awareness of health and safety regulations specific to the spaces and equipment used

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Essential experience

We're looking for excellent, self-motivated people to support the company's work and vision. The Coliseum has plans to once again be a busy producing theatre; we are currently a small team with high expectations.

Essential

- Excellent interpersonal skills, able to communicate clearly and consistently with all Roundabout users
- Ability to work flexible hours including evenings and some weekends
- Experience of providing outstanding customer service in either a visitor attraction, performance environment or bar/cafe
- Commitment to exceptional levels of customer service and care, with experience of dealing with customers in person
- Enthusiastic team worker with the ability to work collaboratively as part of a small team
- Ability to use your initiative and prioritise tasks
- Ability to work well under pressure and in an adaptable manner
- Basic knowledge of health & safety and/or hygiene issues
- A demonstrable commitment to creating an inclusive and welcoming work environment with an understanding of the value of difference to our teams
- An interest in the arts and in particular the Coliseum

Desirable

- Experience in implementing health and safety requirements and risk assessments
- Understanding of and connection with our local community
- Experience of working in an Arts environment
- Qualifications in First Aid, Fire Marshal, Health and Safety
- Experience of delivering access requirements for visitors
- Evidence of a good working knowledge of equal opportunities and understanding of diversity in the workplace

Terms and conditions

Salary: £12 per hour
Hours: Variable with a focus on evenings and weekends
Holidays: 30 days pro rata inclusive of bank holidays
Start date: April 2024
Location: Oldham, Greater Manchester; some remote work