



The Coro

Front of House Supervisor

Recruitment Pack



About The Coro

Standing proud in the heart of the small rural market town of Ulverston on the edge of the Lake District, The Coro is an historic arts, culture and entertainment venue. It was built as 'The Coronation Hall' by public subscription in 1920 in response to the people's desire for a place to go to enjoy theatre, music, dance and entertainment. Since then, The Coro has grown into a much-loved venue that showcases world-class performance alongside home-grown artists and locally produced festivals, shows, activities and events.

The Coro was forced to close its doors, along with venues across the country, due to the COVID pandemic and in response, throughout 2020 and 2021 we adopted a lean and flexible approach, adapting our way of working considerably in order to continue to deliver experiences that enrich lives, in extraordinary circumstances. Working to an interim operational plan we delivered a series of outdoor installations and experiences, working with outdoor theatre companies, and taking the work of The Coro outside for the first time, engaging with some 70,000 people. We transformed The Coro into a gallery space, modelled on the Tate Modern's Turbine Hall, for a month long large-scale installation, Museum of the Moon, enabling people to visit in designated time-slots in a socially distanced fashion.

More than 11,000 people came to visit in August 2020 and while it was free, the exhibit was funded almost exclusively through donations from the public. We held an immersive theatre experience in the building through the festive season later in 2020 and in summer 2021, repeated the previous year's successful model with Museum of the Moon's sister piece, Gaia, under which we held an intimate programme of musical and theatrical performance, film screenings and topical conversations. We continued to take the work of The Coro outside to people with a digital piece theatre in the streets of Ulverston.

Out of a crisis we have developed new, bigger and more diverse audiences; launched a new vibrant brand; undertaken extensive community consultation and diversified our cultural offer.

It has been a challenge of monumental scale surviving the impact of the global pandemic but The Coro has survived. We are now re-opening gradually with a small programme of events and limited hire of the building, for the remainder of 2021 but are looking to January 2022 to reopen in full and start to build our offer against a new business plan.

We are relaunching The Coro in the wake of the pandemic with an ambitious vision for its future and are now seeking to grow our team to rebuild our organisation and deliver that vision.

About Ulverston

Ulverston is a delightful market town with a population of just over 12,000, in the South West of Cumbria on the edge of the Lake District. It is 26 miles from the M6 and eight miles from Barrow in Furness which is the second largest town in Cumbria after Carlisle.

Ulverston has long been recognised as being a centre for community arts: Welfare State International had its home here from the 1970s for nearly 30 years and this contributed to the development of a host of festivals, including the renowned Lantern Festival, which engage the community in producing art for all. It has a strong and vibrant music scene, independent shops, cobbled streets and unparalleled views from its own local hill – the Hoad – towards the fells of the Lake District beyond. On a clear day you can see the Isle of Man and Blackpool tower down the coast.

The town has a reputation for individuality and ‘quirkiness’: Stan Laurel was born here and it houses the Laurel and Hardy Museum. A wide range of annual festivals are organised by local volunteers and entrepreneurs that have huge local and often national draw including Dickensian festival, Lantern Festival, PrintFest, Another Fine Fest and many more besides.

In addition to The Coro, Ulverston also has an art deco cinema (The Roxy) which both shows films and houses the Laurel and Hardy Museum where events are also held of an evening. Ford Park, a local community centre and garden, has a small upstairs room as well as a community kitchen garden and hosts events in the park. There is also a large and permanent indoor market, a twice weekly street market and plenty of pubs, restaurants and cafes. A beautiful, interesting town with a calendar full of events, Ulverston is also the perfect base from which to explore the Lake District and with excellent road and rail links, schools and services and a warm and welcoming community, it makes for an idyllic location to live.

More useful information about Ulverston as a place to live, work and visit can be found at

<https://www.chooseulverston.co.uk/> <https://www.choosecumbria.co.uk/explore-cumbria/south-cumbria/ulverston>

Front of House Supervisor

Hours of work:	37 hours a week (with regular evening and weekend work)
Salary:	£18-22k pa depending on experience
Place of work:	The Coro, Ulverston
Benefits:	25 days annual leave plus bank holidays; 3% pension contribution

Purpose of the role

The Front of House Supervisors have a dynamic role offering everyone a warm welcome on the door, running a smooth and efficient bar, supervising volunteer stewards and supporting the Front of House & Hospitality Manager in all aspects of planning the delivery of successful events and activities. They will very much be 'the face' of The Coro.

We are seeking two Front of House Supervisors to work over the full range of hours and events so this will include regular evening and weekend work.

Main roles and responsibilities:

1. Welcome visitors to the building, check tickets and provide briefing if required (variable depending on government guidelines)
2. Act as duty manager during key events as required
3. Operate a smooth and efficient bar including taking orders and serving drinks & maintain high standards of hygiene, health & safety
4. Deal with all matters raised by members of the general public visiting the building in a constructive and courteous manner and when necessary
5. Maintain excellent customer service and make sure every customer has a quality experience
6. Work closely with other staff to ensure events operate smoothly and efficiently 'on the night'
7. Responsible for safe and secure handling of stock and cash including following all till and cashing up procedures
8. Supervision of bar staff and volunteer stewards.
9. Undertake other duties as appropriate and in agreement with the Programming Coordinator/Director

This list of responsibilities is not exhaustive and the Site Manager may be required to perform duties outside of this as required at the discretion of the Director.

Person Specification

Essential experience, skills and knowledge

- Experience working in a customer facing role, ideally at a venue or events
- Experience in a bar or hospitality environment including cash handling and till systems
- Demonstrable experience of delivering excellent customer service
- Excellent interpersonal skills to build close and productive working relationships with colleagues and customers
- A flexible and energetic approach to a dynamic environment a wide range of events
- Ability to work quickly and professionally under pressure and at busy times
- Effective team working skills with the ability and desire to work collaboratively with colleagues
- The ability to maintain professionalism and confidentiality when dealing with sensitive information and business matters
- A creative, innovative and pro-active attitude with a healthy appetite for feedback
- Flexibility to work hours as determined by the business which will include evenings and weekends
- Commitment to The Coro's vision, mission and values and ability to balance its cultural, community and commercial aims.

Desirable experience, skills and knowledge

- Experience of supervising/working with volunteers

How to apply

Please send a CV and Cover Letter addressing the points in the person specification and giving examples of experience to hello@thecoro.co.uk with 'Front of House Supervisor' in the subject field no later than 5pm on Sunday 17th October.

If you would like to discuss the role or visit The Coro in advance of submitting an application please contact The Coro's Director, Beth Kennedy, on beth.kennedy@ulverstonenterprises.uk

Applicants should provide contact details for two references, we will seek your permission before making direct contact with any referees. All offers will be subject to the receipt of satisfactory references. All applicants must be eligible to work within the UK

Interviews are scheduled to take place in the week beginning 25th October.

www.thecoro.co.uk
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Twitter @corohall

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