

---

**Greenwich & Lewisham Young People's Theatre**  
**Job Description**

---



**Position Title:** Youth Arts Front of House

**Reporting To:** Participation Manager

**Main Objectives:** To ensure the smooth-running of our Youth Arts groups by acting as front of house, providing administrative and pastoral support for young people, and to be the professional face of GLYPT before, during and after youth arts sessions.

**Responsibilities include:**

- To act as first point of contact for parents/carers and young people (in person and over the telephone)
- To welcome participants and register their attendance
- To liaise with parents and carers about young people's attendance, behaviour etc.
- To handle any monies related to sessions and keep accurate records
- To keep accurate attendance and monitoring records (including registration forms)
- To complete administrative duties in a timely manner
- To communicate effectively with appropriate staff (mainly Participation Manager and Participation Coordinator) to ensure the smooth running of all programmes
- To collect and collate monitoring and evaluation records for Youth Arts programmes and partner/community programmes
- To keep abreast of safeguarding concerns within the group and keep relevant staff up-to-date and informed at all times
- To provide pastoral support for individual young people before, after and during the sessions
- To support lead tutors, support tutors and volunteers in ensuring the programme runs smoothly
- To work within all GLYPT's policies, including Safeguarding, Equal Opportunities, Health & Safety etc.
- To maintain strong relationships with partner organisations, liaising effectively with their staff and members, and providing appropriate support when required
- To act as duty manager for the building
- To attend training courses as required

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER FULLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF A CONTRACT OF EMPLOYMENT.

**Person Specification:**

- Friendly, caring and personable nature
- Excellent verbal communication skills
- Reliable and punctual
- Committed to working with young people
- Ability to build positive and professional relationships with young people from diverse backgrounds
- Attention to detail/recording information accurately
- Experience of cash handling
- Basic numerical skills
- First Aid certification would be advantageous

All members of staff will be required to undertake an enhanced DBS disclosure (GLYPT will apply for this on offer of post). All applicants will be asked to provide 1 satisfactory external reference.

## **TERMS OF EMPLOYMENT**

Permanent

**Hours** 6 hours (all during GLYPT terms, 30 weeks per year):      Saturdays      9.30am – 3.30pm

*You may also be required to work during additional evenings and weekends for specific performances. Some flexibility may be required during these times.*

**Rate of Pay:** £10.20 per hour

**Place of Work:** St John the Baptist Hall, 353 Bromley Road, Catford, London SE6 2RP

**Probationary Period:**      1 month