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OPEN CALL

FRONT-OF-HOUSE LEAD AND TEAM (#BIEB TAL-BIEB)

within the National Agency for the Performing Arts

*National Agency for
the Performing Arts*

*Aġenzija Nazzjonali
għall-Arti Performattiva*

The *National Agency for the Performing Arts* is engaging a front-of-house lead and team to join its production teams throughout the programme of events for *Teatru Malta*, *ŻfinMalta* and *KorMalta*.

In this role, we are looking for motivated individuals who enjoy hosting, acting as a guide and giving a helping hand with the general running of our productions... There is a reason why they are called *Hbieb tal-Bieb* - they are our friendly nod at the door.

The service is usually required for evening shows, with the possibility of matinees, and including briefing meetings, per production at each dedicated venue.

ABOUT THE NATIONAL AGENCY FOR THE PERFORMING ARTS

The *National Agency for the Performing Arts* was founded in 2023 with the aim of raising the profile of performing arts within Maltese Society.

NAPA is governed by a Board of Directors and a Chairperson, while being managed by an Executive Head, a Director of Administration and three Artistic Directors. This ensures that the artistic vision, development, brand, and identity of *KorMalta*, *TeatruMalta* and *ŻfinMalta* are distinct, clear-cut and in progress. The three entities will each produce a yearly stand-alone artistic programme, whilst also collaborate on coproduction projects for a local and international audience, representing the Maltese performing arts sector on an international level, and guaranteeing a strong curated and consolidated national calendar for the local performing arts sector.

This remit will include a strategy for creating synergies with other Public Cultural Organisations (PCOs) as well as the private sector. Set up in 2023 the Agency aims to become the national go-to agency for the Performing Arts, creating debate, focusing on Theatre, Dance and Choir Singing, whilst producing work which reaches a national level of excellence through working on artistic processes of excellence within the communities and available educational channels. Thus, the Agency will also develop new audiences for the performing arts and continue to strengthen available ones, thus improving audience growth and engagement and participation, and also act as a catalyst for new talent through strengthened national connections with the educational sector.

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REQUIREMENTS

The duties of the front-of-house team include:

- Be available and assist the Head of Productions and/or their representative during the rehearsal schedule through to the production week as well as performances, as scheduled and agreed upon with the Head of Productions and/or their representative;
- Attend a briefing meeting per production, as directed by the Head of Productions and/or their representative. This may include attendance at rehearsals;
- Greet audience members and scan and check tickets at the door, as directed by the Marketing Manager and/or their representative;
- Disseminate programmes and other souvenirs (depending on what is available), as directed by the Marketing Manager and/or their representative;
- Sell tickets and merchandise at the door, managing cash and POS sales as necessary, as directed by the Marketing Manager and/or their representative;
- Guide audience members to entrances, exits and toilets;
- Guide audience members to any refreshment stand during, before the show, during the interval or after the show (depending on what is available);
- Ensure audiences are not using their phones or any other recording equipment during the performance (unless directed otherwise);
- Ensure to clear holding areas as well as performance areas after every performance and assist with set-up and dismantling as necessary;
- Manage the audience in emergency situations, being aware of health and safety requirements/ issues and emergency plans;
- Liaise with other front-of-house staff to ensure smooth running of the performance;
- Check and report safety issues to the Head of Productions and/or their representative;
- Check and report any ticketing issues to the Head of Productions and/or their representative.

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1. SKILLS & COMPETENCIES

Applicants must, by the closing date of submission of the application, be in possession of:

- Great people skills. Hospitality experience is deemed an asset;
- Great problem-solving skills and the ability to communicate effectively;
- A valid first aid certificate and/or the availability to attend a course in the last week of February 2024 (funded by the Agency);
- Acute attention to safety;
- Knowledge of the local cultural and creative scene;
- Proficiency in English and Maltese, with excellent oral and written communication skills;
- Capable of working both independently and within a team, with an attention to detail;
- Ability to work under pressure.

2. SCHEDULE

- The hours of work will normally be outside of typical office hours thus the candidate must be flexible to work on weekends and evenings depending on the needs of the entity.
- If not in possession of a valid first aid certificate, the candidate must be available and willing to attend a basic first aid course organised and funded by the Agency in the last week of February 2024.
- Other training opportunities may be offered.
- Some important dates for the upcoming year: 11th to 18th March for Trikki Trakki 2024; Further dates for other projects/initiatives/productions will be communicated in due course. Dates for any briefing meetings are not included in the above list.

3. WORKING WITHIN A TEAM

The Front-of-House (FOH) team reports directly to the Head of Productions and/or their representative. At the discretion of the Agency, an officer from within the selected team may be requested to support the programme of activities as a Front-of-House Lead, and therefore act as a main point of contact for the team with the Head of Productions and/or their representative.

CONTRACT CONDITIONS

The selected candidates will be awarded a one (1) year *Contract for Service*, with the possibility to renew for a further period of one (1) year, depending on his/her/their performance.

Answerable to the Head of Productions and/or their representative, operating with flexible hours to meet the demands and requirements of the position. The chosen candidate will be required to work within the rules and regulations of the Malta Public Service.

The selected service provider will be responsible for all the relevant taxation and social security contributions according to the national legislation.

Applicants must be in possession of a valid VAT number.

RENUMERATION

Front-of-House Lead*

**elected at the discretion of the Agency*

€10/hourly excl. VAT

Front-of-House Officer

€8.50/hourly excl. VAT

Payment will be processed by the National Agency for the Performing Arts within 30 days of receipt of an invoice with a valid VAT number.

APPLICATIONS

Interested applicants are required to send a motivation letter together with a CV to opportunities@napa.mt.

Closing date for applications is **February 2nd, 2024 at noon**.