



Internship Profile

Administrative Internship (Front of House) Theatre Department

All placements are unpaid posts, the Globe can not offer travel expenses or accommodation, and if you wish to take up an internship offer you will be responsible for these areas yourself. Non EU citizens will also need to obtain the correct visa from their local British Embassy or consulate.

We are looking for three interns who are motivated and eager to learn about the operations of front of house at an arts venue and able to work on a full time 5 day per week basis to join us from mid April and / or the beginning of May to the end of September to support the work of the Front of House Team, Theatre Department at Shakespeare's Globe.

Reporting To: Celia Gilbert (Front of House Manager)

Role:

The main candidate brief would be as support to the Front of House Team which consists of a House Manager, Deputy House Manager and Stewards Co-ordinator who work all year round and 3 seasonal Duty Managers. The intern's responsibilities would encompass a wide variety of duties which would enable them to gain a keen understanding of the operational needs of the Department and the role of a Duty House Manager during the Theatre Season. The Department has a pool of over 500 volunteer stewards who work during the Season and form a key part of the FOH operation.

The roles will assist with the day to day administration and operational duties of the Front of House team as well as dealing with Globe functions for other departments. Flexibility to share the range of matinee and evening performances throughout the week would be key to this role.

Shakespeare's Globe is open Monday to Sunday 364 days a year and due to the operational needs of the FOH department, the post will also include working at weekends.

Responsibilities

- To act as administrative back up to House Manager and Deputy House Manager encompassing these areas.
- To help maintain steward email database, transferring and reconciling paper and electronic lists.
- To identify and source suppliers for various hire merchandise items during season.
- To assist with event planning & activities for Stewards during season.

Inter-link with Box Office & Education Dept.

Ensure the smooth running of the Education Groups booked into the theatre performances;

- To liaise with Education personnel to co-ordinate school group check-in on the day of performance;
- In accordance with our Schools policy, to keep accurate records of schools' attendance and logging any problems on the schools database.

Personal Profile

A Theatre background is not essential, but a proactive responsible approach to the job is a key requisite, as are:-

- A proven experience in customer care.
- Good literacy and basic knowledge of Word, Excel and Groupwise/Outlook e-mail.
- Ability to respect confidentiality.
- Flexibility and strong people skills.
- An ability to 'think on your feet'
- A keen aptitude for the primary role would lead to increased duty responsibilities if appropriate.

For an application form and a full job description / person specification please visit our website at www.shakespearesglobe.org

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