

JOB INFORMATION PACK

Front of House (to include weekend working)
Start date: Immediate



Images Clockwise from top left: Saturday Superstars for ages 0-16 © Drazen Priganicia, Dandyism by Patrick Ziza at LGBTQ+ Encounters © Point of View, Ageless Festival 2026 © David Lindsay, Festival staff © David Lindsay

Dear Applicant,

Do you have a passion for the arts and want to work in a busy performing arts venue? Are you confident in customer service and admin? Do you enjoy working in a fast-paced environment as part of a small friendly team?

Yorkshire Dance are looking for someone to provide Front of House managing all reception duties in our busy dance studios.

This is a great opportunity to gain a rounded experience of admin and operations in a busy arts organisation, including (but not limited to):

- Reception including face-to-face and telephone customer service.
- Facilities support including setting up and taking down spaces.
- Event support including bar work.
- Box office including selling tickets and merchandise.
- Health & safety.
- Admin and data inputting.

Each year Yorkshire Dance supports 500 dance artists, hosts 2 dance festivals (audience of 3,500), runs 2 sub-regional dance networks and delivers 1,500 weekly community dance sessions (1,000 participants). Dance sessions take place in our studios, in community centres and care homes throughout Leeds and Bradford. You can find out more about our current programmes on our [website](#) and social media.

You will be based in our city-centre building which hosts our offices, studio spaces and regular performances, giving you a real insight and experience of working in a lively performance venue.

Yorkshire Dance offers a supportive work environment, in addition to a range of benefits which generally include:

- Training opportunities relevant to your role and the organisation (e.g. the full staff team have recently undertaken training in anti-racism, Dementia Awareness and Trans Awareness)
- Pension scheme
- Flexible working hours

If you would like to have an informal chat about the post, or have any queries, please contact me on 0113 243 9867 or admin@yorkshiredance.com.

Thank you for your interest, and I look forward to receiving your application.

Yours faithfully

Jo Hawkes
Executive Director
Yorkshire Dance

Mission

Yorkshire Dance works through dance to create happiness, health, connection and change. [Meet the team here.](#)

Our Values & How we work

We are creative
We are curious
We are inclusive
We are joyful
We care

We commit to fair pay and fair working practices for all staff and freelancers.

We commit to increasing our environmental sustainability and to use our platform to increase public awareness of the Climate Emergency.

How to apply

Please apply by sending across your completed application form explaining how your skills and experience meet the person spec. Email your application form to admin@yorkshiredance.com.

The closing date is: 9.00am on 28 September 2026

Interviews will take place at Yorkshire Dance in Leeds City Centre (or online if required) on week commencing 5 October 2026

If you require support in completing your application, or would like to receive or submit the application in an alternative format, please contact us via email on: admin@yorkshiredance.com and use the subject heading Front of House.

Yorkshire Dance Recruitment Statement

We recognise the positive values of diversity, promote equality and challenge discrimination. We welcome and encourage job applications from people of all backgrounds.

Our jobs are open to all and we particularly welcome applications from D/deaf, disabled and neuro-diverse people, people of African or Caribbean heritage and people of South, East and South East Asian heritage, as they are currently under-represented at Yorkshire Dance.

We commit to interviewing people who are under-represented at Yorkshire Dance who meet the essential criteria for the role.

We operate a transparent scoring system, applying a score against each response the candidate gives to the essential skills and experience required by this role. If you would like more information about the scoring system please contact us by emailing admin@yorkshiredance.com.

There is a tick box on the application form which asks: Do you wish to be considered for this role due to experiencing racism or a disability? []

Please tick this box if relevant to you. We will never ask for clarifying or supporting information at application stage. Information collected within the equal opportunities form is kept separately and anonymously and does not form part of the selection process.

Front of House - Job Profile

Main purpose of the job

The principle responsibility of the role is to provide face-to-face and telephone customer service for Yorkshire Dance and to be the first point of contact for building users at Yorkshire Dance, primarily on evenings and weekends, providing information services and facilities support. The Front of House team work on a rota alongside other Front of House staff and Duty Managers.

Position in the organisation:

- The post holder/s will report to the Operations Manager and work closely with the Operations Team including the Duty Managers, Operations Assistant and Operations Technician.

Duties and key responsibilities

Reception

- Ensure a warm welcome to all visitors to the building, maintaining high standards of customer care.
- Deal with general enquiries on the telephone and at reception, taking messages for staff, dance tutors, visiting artists and participants as required.
- Sell tickets for classes, performances and festivals using our CRM system (Salesforce. Full training will be provided) and running reports of takings.
- Generate income through promotion of Yorkshire Dance events and services and active selling of tickets and merchandise whilst upholding the highest standards of customer care.

Facilities Support

- Ensure the security and safety of all building users including signing in procedures.
- Assist with the preparation of hired spaces including setting up and clearing away furniture and equipment in studios and meeting rooms.
- Serve refreshments as necessary, including setting up and clearing away catering for internal and external hires.
- Checking facilities within the building to ensure all public areas are clean, tidy and free from obstruction.
- To manage and report on any building incidents or accidents, including fire and security.
- Be a named First Aider (training provided)
- Basic maintenance.

Event Support

- Support Yorkshire Dance regular and ad-hoc events as required, including managing welcome desks and supporting workshops/talks/exhibitions.
- Act as an usher and/or manage the bar during performance events and festivals.

Admin

- Support Yorkshire Dance staff with administrative and marketing tasks.

General duties applicable to all Yorkshire Dance contracted staff

The particular duties and responsibilities attached to posts may vary from time to time without changing the general character of the duties or the level of responsibility entailed. All Yorkshire Dance staff are expected to:

- Undertake all activities in compliance with Yorkshire Dance's policies and procedures with particular reference to equality and health and safety.
- Promote the activities, products and values of Yorkshire Dance.
- To participate in the staff review and development scheme, and undertake continued professional development activities as identified.
- To be a key holder and to lock and unlock the building on departure and arrival as required.

Terms and Conditions

Salary:	£12.98 per hour
Pension:	Where eligible, auto-enrolment in company pension scheme
Period of contract:	0 hour contract
Hours of work:	Subject to availability
Annual Leave:	25 days plus statutory and bank holidays pro-rata.
Probation period:	1 month
Notice period:	1 month

Person Specification

Experience	Essential	Desirable but not essential
Experience of using IT including Microsoft Word, Excel, Outlook and databases	✓	
Proven sales experience		✓
Experience of working in a fast-paced environment or dealing with a high volume of telephone and email enquiries.		✓
Experience of working in a customer-facing role, with a good understanding of customer service.	✓	
Experience of admin and data inputting.		✓
Experience of working on own initiative with limited supervision.	✓	
Experience of working in an arts organisation or context.		✓
Experience of bar work		✓
Experience of being a building keyholder		✓
Skills		
Excellent communication skills, both written and spoken.	✓	
An understanding of health and safety procedures		✓
Attributes		
Confident, friendly and welcoming manner	✓	
A positive team player with a helpful attitude	✓	
Solution oriented	✓	
Qualifications		
GCSE English and Mathematics or equivalent	✓	
Other		
Right to work in the UK	✓	
Satisfactory Enhanced Disclosure and Barring Service (DBS) Check	✓	

