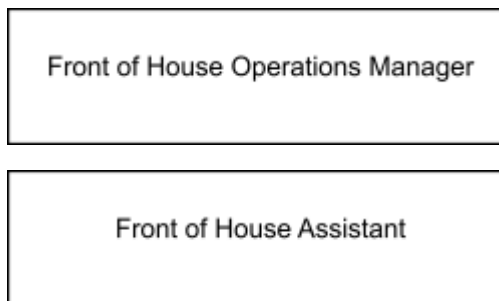


## Front of House Assistant

### BACKGROUND, COMPANY INFORMATION AND JOB DESCRIPTION

#### ORGANISATIONAL STRUCTURE

The post holder will report directly to the Front of House Operations Manager.



#### JOB PURPOSE

We are looking for a highly motivated individual with previous customer service experience and excellent communication skills to join our busy theatre. As Front of House Assistant, you will help facilitate the smooth operating of day-to-day shows and events, and participate in the active selling of future productions coming to The Playhouse Theatre.

Reporting to the Front of House Operations Manager:

- To work with the Front of House Operations Manager, Front of House Duty Managers, and other members of the team to ensure a smooth operation of events, and ensure the overall satisfaction of the patrons of The Playhouse Theatre.
- To contribute to the overall appearance of the Front of House and Auditorium.
- To take responsibility for selling products available at the Playhouse Theatre. Including, but not limited to: Ice cream, confectionary, beverages and interval orders, and merchandise. This may involve working behind the bar, kiosk, box office or sales points in the auditorium and Front of House areas.
- To assist in the active promotion of future and upcoming events at the Playhouse Theatre.
- Under guidance, take responsibility for operations such as: poster changes and recycling, etc.
- To develop and maintain effective relationships with the patrons of the venue.
- To contribute towards the upkeep of the venue and the equipment used by its employees.
- To coordinate with colleagues and the Front of House Manager to maintain an organised rota system
- To ensure the venue is prepared for the next day following an event.

- As requested, steward at events and ensure that patrons are safe and secure throughout events and in the need of an evacuation of the premises act in a calm and responsible manner ensuring a quick and efficient evacuation.
- To carry out other duties that may from time to time be reasonably required by Managers of other departments to assist the company in achieving its business objectives.
- Promote and enforce the brand values of the Company, ensuring that the corporate image is positive.

**Person Specification:**

Essential:

- Previous customer service experience.
- A keen interest in theatre/arts.
- Excellent spoken communication skills.
- Highly motivated and able to work under own initiative, as well as part of a team.
- A flexible approach to working hours – evening/weekend work expected.
- Strong organisation skills.
- Numerically confident.

Desirable:

- Previous bar experience.

**CONDITIONS OF EMPLOYMENT**

<b>TITLE</b>	Front of House Assistant North Somerset Parkwood Theatres
<b>REPORTING TO</b>	Front of House Operations Manager North Somerset Parkwood Theatres
<b>SALARY</b>	£8.60 - £11.44 per hour
<b>HOLIDAYS</b>	Holiday hours accrued over a 13 week period.
<b>NOTICE PERIOD</b>	1 Month