



Performance Fire Officer Application Pack Closing Date: Monday 20th September 2021

Performance Times from 15th October 2021

***Please see below for Christmas & New Year schedule, which you must be available to work**

Contracted for the run of **Pride & Prejudice*** (*sort of)

Currently booking from Friday
15th October 2021 - Sunday
13th February 2022.

Tuesdays: 7.30pm performance
Wednesdays: 7.30pm performances
Thursdays: 7.30pm performance
Fridays: 7.30pm performance
Saturdays: 3.00pm & 7.30pm performances
Sundays: 2.30pm & 7pm performances

We are looking for people who are able to provide an exceptional level of customer service as we return to performances after the pandemic closures. This role will require someone who is able to adapt quickly to new ways of working as we would anticipate continuing changes to how we work during this time. The duties within the role could involve speaking to the public in the event of an emergency from stage, you must be comfortable with this aspect of the role.

Contracted Hours

40 hours per week.

The start time would be 1.5 hours before performance time listed.

Key Application Dates

Closing Date: Monday 20th September 2021. Completed applications to be emailed to: recruitment@criterion-theatre.co.uk

Interviews will be held between 21st - 24th September 2021. All candidates, selected for interview or not, will be contacted by 25th September 2021. Please do not contact us to check on your application before that date.

Availability

You must be able to work all of the shift times listed. We are not able to offer contracts that only cover certain days. If you are unable to commit to working all 8 performances per week please do not continue with your application.

If you do not have a current Fire Marshal certificate you will be required to attend training prior to the 14th October arranged by the theatre.

Rate of Pay

£11.59 per hour. The Criterion Theatre is a London Living Wage Employer.

Christmas Schedule

Tuesday 21st Dec 7.30pm
Wednesday 22nd Dec 7.30pm
Thursday 23rd Dec 3pm & 7.30pm
Friday 24th Dec 3pm
Saturday 25th Dec - No Performance
Sunday 26th Dec - 2.30pm & 7pm

Monday 27th Dec - No Performance
Tuesday 28th Dec - 7.30pm
Wednesday 29th Dec - 3pm & 7.30pm
Thursday 30th Dec - 7.30pm
Friday 31st Dec - 3pm
Saturday 1st January - 3pm & 7.30pm
Sunday 2nd January - 2.30pm & 7pm

Please note that the Criterion Theatre Trust is an Equal Opportunities employer and treats all applicants for employment fairly, actively promoting equality of opportunity and welcomes applications from a wide range of candidates.

Please contact us at recruitment@criterion-theatre should you require any additional support during the recruitment process.



Performance Fire Officer Job Description

- To ensure the safety and comfort of our patrons at all times.
- To provide exceptional customer service to our patrons at all times.
- To work as a team to ensure the smooth running of the venue.

Performance Fire Officer Duties

- To thoroughly inspect the premises prior to the audience arrival, and after the audience have left the premises.
- To follow all COVID-19 safety protocols as dictated by theatre management and the H&S Officer and Covid Officer.
- To ensure all chains are removed from exits, that exit doors are not blocked and can open freely and ensure that doors are chained and secured at end of the night.
- To ensure that exits and gangways are kept clear at all times.
- To check that fire fighting equipment is present and correct and has been regularly inspected.
- To fully understand the premises fire panel and ensure that the panel and any show isolations are being used responsibly and in accordance with any agreements with the Fire Brigade.
- To ensure that the panel is re-set at an appropriate time prior to finishing the shift.
- To fully understand the venue evacuation plan and be able to assist when required. This may involve making a public announcement from the stage.
- To participate in regular fire drills with the venue staff as directed by theatre management.
- To participate in planned live evacuation drills with venue staff as directed by theatre management.
- To provide feedback to theatre management following any drills regarding ways to continually improve venue evacuation planning.
- To engage with customers on their arrival to the theatre and therefore ensure that you are fully aware of all the facilities and products available in the theatre, along with a good knowledge of the relevant performance and venue information.
- To assist theatre management in ensuring queues outside the theatre are managed, as well as during busy times in Piccadilly Circus ensuring our entrance is kept clear.
- To assist patrons with access requirements by guiding to their seats via our accessible entrance on Jermyn Street.
- To ensure patrons with access requirements are considered and looked after both during their visit and during an evacuation.
- To use the Evac chair with other staff assistance in case of emergency.

- To ensure that the queues for the toilets within the theatre during the interval are managed and not blocking any staircases/exits.
- To undertake Fire Marshal training and SIA Door Supervisor training if required.
- To attend relevant security trainings and briefings as required by theatre management.
- To assist with bag checks being carried out prior to entry to the venue.
- To assist and support the theatre management with any security based issues.
- To complete perimeter checks throughout the shift.
- To ensure all Licencing and Company H&S policies are adhered to at all times.
- To report to theatre management any issues promptly.
- To ensure the highest standard of presentation and uniform as required by the theatre management.
- To undertake any training as required by the theatre management.
- Any other reasonable duty as directed by the theatre management.

Personal Specification - Essential

Excellent verbal communication skills.

Good time management.

Ability to work within a team.

Personal Specification - Desirable

Valid Fire Marshal certificate
Customer Service experience
Previous Fire Officer experience
Previous Security Officer experience
Previous Front of House experience
SIA Licence
First Aid training



Performance Fire Officer Application Form

Full Name: _____

Email: _____

Contact Number: _____

Address: _____

Employment History (Current/Most Recent First)

Job Title: Employer: Dates Worked: Duties:	
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Reason for leaving:

Job Title: Employer: Dates Worked: Duties:	
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Reason for leaving:

Please tell us in 100 words, or less, why you want the role of Performance Fire Officer at the Criterion Theatre and what skills you possess that would make you the most suitable candidate.

The Fire Officer role is essential in the event of an emergency. Can you give 1 example of a time where you have had to lead or assist in an emergency situation and what key things you should remember when dealing with such an event.

Please give 1 example of a time you have personally received excellent customer service (this could be at a theatre, shop or other event). What made it stand out to you as excellent?

Please give 3 examples of ways that the Criterion Theatre can reassure customers that they are taking COVID-19 safety measures seriously.

How confident would you feel communicating with members of the public, which could include giving instructions in an emergency situation? (Please tick the box that applies the most to you)

Very confident

Somewhat confident

Fairly confident

Not at all confident

Any other relevant information you would like to include to support your application. This can include any relevant training qualifications for the role. If you have a Fire Marshal certificate please include the date it expires.

References

Reference 1

Name: _____

Company: _____

Relationship to you: _____

Time known: _____

Email: _____

May we contact this person without your prior agreement? _____

Reference 2

Name: _____

Company: _____

Relationship to you: _____

Time known: _____

Email: _____

May we contact this person without your prior agreement? _____

Please use the tick boxes below to confirm the details you have provided are accurate and to give your consent for the following:

I confirm that the information I have provided above is correct, to the best of my knowledge.

I understand that all appointments are subject to satisfactory references and proof of eligibility to work in the UK.

I give my consent for the Criterion Theatre Trust to hold and process this information in accordance with the Data Protection Act 1998 and General Data Protection Regulation.

I give my consent for my details to be held on file by the Criterion Theatre Trust for up to six months, after which time they will be destroyed.

The Criterion Theatre Trust treats all applicants for employment fairly and actively promotes equality of opportunity and welcomes applications from a wide range of candidates. Please let us know if you require any additional support during the recruitment process.

I confirm that the above information given by me is correct and I understand that submitting false information or withholding relevant information on this form may lead to my application being rejected, or, if I am appointed, will constitute grounds for dismissal.

Name: _____

Signature: _____

Date: _____