Criterion Theatre Trust

Currently seeking:

Front of House Assistant

Join the Front of House team at the Criterion Theatre Trust.

We're currently looking for a Front of House Assistant to join our team. This is an exciting opportunity to be part of a busy West End theatre, helping to create a welcoming, safe, and enjoyable experience for all visitors. You'll play a key role in delivering excellent customer service, supporting performances, and contributing to the smooth day-to-day running of the theatre's front of house operations.

WELCOME TO THE CRITERION THEATRE TRUST

Thank you for your interest in joining The Criterion Theatre as Front of House Assistant.

Since 1874, the Criterion has stood at the heart of London's West End—an intimate, historic venue that has delighted audiences for generations. From our remarkable productions to our beautifully preserved auditorium, the experience we offer begins the moment a guest walks through our doors.

As Managing Director of The Criterion Trust, I'm incredibly proud of the warm, professional, and welcoming environment we've cultivated—both on stage and off. Each team plays a vital role in bringing the theatre to life for every guest who walks through our doors.

Join a theatre with history, heart, and high standards as a Front of House Assistant. In this hands-on, customer-facing role, you will welcome patrons, check tickets, support access and security procedures, serve efficiently across our theatre bars, and help ensure every performance runs smoothly and safely. You will play a key role in delivering an exceptional audience experience while maintaining high standards of presentation, cash handling, and health and safety.

We're looking for someone enthusiastic, reliable, and adaptable, with strong customer service skills and an interest in theatre. Bar or previous front of house experience is desirable but not essential. If you thrive in a fast-paced, live performance environment and enjoy working as part of a team, this could be your next opportunity.

Welcome to The Criterion Theatre Trust!

Kind regards,

Fiona Callaghan

Managing

Director

ABOUT THE CRITERION

Nestled in the heart of London's West End, The Criterion Theatre has been a beacon of theatrical excellence since 1874. As custodians of this iconic space, The Criterion Trust is committed to preserving its rich legacy while ensuring it continues to inspire generations to come.

An Iconic West End Stage

- Located in the heart of Piccadilly Circus
- A Grade II* listed building with a unique underground auditorium with 590 seats and two bars
- A platform for bold new voices and acclaimed international work
- Home to long-running successes, from comedies to classics
- Committed to broadening engagement with the arts—through community outreach, education initiatives, and opportunities for emerging talent to develop and perform on the Criterion stage

Whether launching a debut play or hosting renowned productions, The Criterion remains one of London's most beloved venues.

OUR VISION

To be a celebrated centre of theatrical excellence,
bringing unforgettable live performances to diverse audiences
and nurturing a vibrant, inclusive community of theatre professionals.

OUR MISSION

To preserve and celebrate the rich heritage of the Criterion Theatre, while fostering artistic innovation and providing exceptional opportunities for talent development, audience engagement, and community connection.

OUR VALUES

Heritage | Excellence | Inclusivity | Creativity | Collaboration

WE ARE THE CRITERION THEATRE TRUST

THE TRUST

Founded in 1992, The Criterion Theatre Trust is a charitable organisation established to preserve the integrity and purpose of the historic Criterion Theatre. The Trust oversees the care, programming ethos, and long-term vision of this treasured West End venue.

Governed by a dedicated Board of Trustees, the Trust is responsible for the theatre's preservation, creative direction, and continued cultural relevance. Beyond maintaining the fabric of the building, the Trust is committed to enriching the wider arts landscape—championing community outreach, education initiatives, and providing opportunities for emerging talent to grow and perform on the Criterion stage.

All profits from theatre operations are reinvested into maintaining the building, improving sustainability, and supporting the Trust's wider engagement work, ensuring the Criterion remains a vibrant, accessible space for generations to come.

OUR ORGANISATION AND CULTURE

The Criterion Theatre Trust is a close-knit organisation with a dedicated team of around **40 employees** across all departments. We operate with a flat hierarchy that fosters open communication and collaboration at every level—from the Managing Director, through Departmental Heads and Deputy Heads, to Managers, Assistants, Trainees and our Front of House team.

This structure creates a supportive environment where ideas and feedback are encouraged, helping us maintain a positive and inclusive workplace culture that allows individuals to learn and grow. We support personal interests and offer opportunities for

funded training to help our team develop their skills.

The Criterion is a vibrant and welcoming venue, regularly hosting new show runs and welcoming a diverse range of artists and visitors. We are committed to ensuring that everyone who comes through our doors feels included, valued, and part of our creative community. Sustainability is also a key priority for us, and we continually strive to reduce our environmental impact through responsible practices across all areas of our work.

We are also committed to fair and professional employment practices, adhering to the **SOLT/BECTU Agreement**, ensuring clear and equitable working standards for all. Our passionate team is united by a genuine appreciation for theatre and a shared desire to create memorable experiences for both artists and audiences.

Terms and Conditions

POST
Front of House Assistant

REPORTING INTO
Theatre Manager & Deputy Theatre Manager

CONTRACT TYPE
Show contract. This is a show contract and lasts the length of the run of Titaníque which is currently booked until 3rd January 2027.

START DATE
As soon as possible

HOURS
3 shows per week (Tuesday, Wednesday & Thursday OR Friday & Saturday both shows).
Optional overtime is available subject to operational requirements

LOCATION
Criterion Theatre, Piccadilly Circus, London

SALARY
£14.80 per hour

OTHER BENEFITS

- 4 weeks paid annual leave plus bank holidays
- Employee Assistance Programme – confidential wellbeing and mental health support
- Auto-enrolment pension contributions & salary sacrifice scheme

Application Process

APPLICATION
We're excited to welcome a new Front of House Assistant to our team!

If you think this role is of interest to you, we would love to her from you.

Please apply by filling in the attached application pack and returning to TM@criterion-theatre.co.uk. You can find the application form on our website under the join us section.

INTERVIEWS
Interviews will be taking place from 2nd September.

START DATE
As soon as possible.

If you have any questions or need this information in another format, please contact **kerry@criterion-theatre.co.uk** or phone 020 7839 8811- we're happy to help.

We are proud to be an equal opportunities employer and committed to creating a welcoming, inclusive environment where everyone is treated with respect and fairness. We warmly encourage applications from people of all backgrounds and experiences.

JOB DESCRIPTION

ABOUT THE ROLE

The Criterion Theatre is currently recruiting front of house assistants to join our team for our new fabulous show, *'TITANIQUE'!*

We are looking for enthusiastic and capable individuals who can work as part of a team for the run of this new exciting show. Candidates should be able to provide an exceptional level of customer service, contributing to an excellent experience for patrons. As all staff will work on our theatre bars, efficient and accurate bar work is also important.

This is a show contract and lasts the length for the run of Titaníque, which is currently booked to run until 3rd Jan 2027. We are currently offering part time contracts, with evening and weekend work required.

Current Performance Schedule

Monday closed
Tuesday – 19:30
Wednesday – 19:30
Thursday – 19:30
Friday – 19:30
Saturday – 15:00 & 19:30
Sunday – 14.30 & 19:00

Main Responsibilities

- To welcome patrons into the theatre and ensure only customers with valid tickets are admitted into the theatre.
- To assist security and complete bag checks as required.
- To assist access patrons with navigating the venue whenever necessary
- To represent the venue to a high standard by being well versed in the facilities and products we offer and having a good knowledge of the show.
- To proactively engage with our patrons ensuring their needs are met, efficiently resolving any customer issues where possible or seeking management assistance if required.
- To actively sell programmes, snacks and merchandise throughout the venue and take responsibility for the stock you are handling.
- To serve customers quickly and efficiently, providing excellent customer service on all sales points.
- To ensure accurate cash handling and follow stock management procedures as directed by theatre management.
- To ensure the highest standard of presentation and uniform as required by theatre management.
- To monitor the audience in the auditorium throughout the show and resolve any issues wherever needed.
- To ensure the safety of patrons inside the auditorium at all times by reporting anything of note to colleagues and theatre management.
- To undertake any training required and keep up to date with relevant risk assessments as part of your job role.
- To ensure all licencing and company H&S policies are adhered to at all times.
- To contribute to the maintenance of cleanliness and hygiene standards in all front of house areas.
- To thoroughly understand venue evacuation procedures and actively take part in regular drills as directed by the theatre management.
- To follow any other reasonable duty as directed by the theatre management.

You will have

ESSENTIAL

- Experience in customer service
- An interest in theatre
- Must be aged 18 or over (as all staff are required to work behind the bar)
- A strong commitment to customer care and a welcoming personality
- A positive, hands-on attitude to the job and team
- Good written and oral communication skills
- Ability to comply with Health & Safety regulations and with company policies & code of practice
- A commitment to minimising the Trust's environmental impact and promote sustainability

DESIRABLE

- Previous Front of House experience
- Previous bar experience
- Previous experience working in a theatre or performing arts venue

OTHER INFORMATION

Our Commitment to Equality, Diversity & Inclusion (EDI)

The Criterion Theatre Trust is an equal opportunities employer. We are committed to fostering a culture where equality, diversity and inclusion are not only respected but actively celebrated. We believe that a wide range of lived experiences, voices and perspectives enriches our organisation and the work we do.

We particularly encourage applications from individuals who are underrepresented in the arts and cultural sector, including but not limited to: people from Global Majority backgrounds, people with disabilities, LGBTQIA+ communities, and those from underrepresented socio-economic backgrounds.

Recruitment and Selection

All recruitment and selection processes at the Criterion Theatre Trust are conducted in a fair, transparent, and inclusive manner. Our aim is to select the best candidate for the role based on merit, skills and potential, while ensuring no applicant is treated less favourably due to protected characteristics such as age, disability, gender identity, sexual orientation, race, religion or belief. Applications are anonymised wherever possible during the shortlisting stage, and we make reasonable adjustments to support applicants with access needs through every stage of the recruitment process.

London Living Wage Employer

We are proud to be a London Living Wage employer, committed to ensuring all our employees receive a fair and sustainable wage that reflects the true cost of living in London.

Right to Work in the UK

All applicants must have the legal right to work in the UK. You will be required to provide documentation confirming your eligibility before any offer of employment can be finalised. Unfortunately, we are unable to sponsor visa applications for this role.

Disclosure and Barring Service (DBS)

For certain roles, particularly those involving regular contact with children, young people or vulnerable adults, we are required to carry out a Disclosure and Barring Service (DBS) check. Where this is a requirement of the role, it will be clearly stated in the job description or person specification. Any offer of employment for such roles will be subject to a satisfactory DBS check.

Find Out More

To learn more about the Criterion Theatre, our values, our current productions, and the history of our venue, please visit our website:

https://www.criterion-theatre.co.uk/

Thank you for your interest

Becoming part of The Criterion Trust means joining a legacy. It means shaping the stage where stories come alive – stories that uplift, challenge, and connect. If this excites you, we'd love to hear from you.