

Front of House Assistant – Job description



CONTRACT TYPE: Casual (Christmas temp role)

RATE OF PAY: £14.80

The Criterion Theatre is a London Living Wage Employer.

'SOLT/BECTU agreement terms and conditions of employment apply.'

REQUIREMENTS: Applicants should have experience in customer service and an interest in Theatre. Previous front of house or bar experience is desirable but not essential.

As all staff are required to work behind the bar, candidates must be 18 or over.

JOB DESCRIPTION

The Criterion Theatre is currently recruiting front of house assistants to join our team for 'TITANIQUE' over the festive period.

We are looking for enthusiastic and capable individuals who can work as part of a team for this exciting show.

Candidates should be able to provide an exceptional level of customer service, contributing to an excellent experience for patrons. As staff will work on our theatre bars, efficient and accurate bar work is also important.

CONTRACT DETAILS

We are looking for staff to work with us on a casual basis on a temporary contract during the Christmas period: **Tuesday 24th Nov – Sunday 3rd Jan 2027.**

However, to be considered for the role, you must have full availability between the weeks of **22nd December – 3rd January 2027**

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 recruitment@criterion-theatre.co.uk should you require any additional support during the recruitment process.

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REGULAR PERFORMANCE SCHEDULE

8 shows per week

Tuesday - Friday – 7.30pm

Saturday - 3pm & 7.30pm

Sunday - 2.30pm & 7pm

PERFORMANCE SCHEDULE FOR THE FESTIVE PERIOD

Tues 22nd Dec – 3pm & 7.30pm

Wednesday 23rd Dec – 3pm & 7.30pm

Thursday 24th (Christmas Eve) – 2pm

CHRISTMAS DAY – NO SHOW

BOXING DAY – NO SHOW

Sun 27th Dec – 2.30pm & 7.00pm

Tues 29th Dec – 3pm & 7.30pm

Weds 30th Dec – 3pm & 7.30pm

Weds 31st Dec (New Years Eve) – 5pm

NEW YEARS DAY – NO SHOW

Sat 2nd Jan – 3pm & 7.30pm

Sun 3rd Jan – 2.30pm & 7.00pm

RESPONSIBILITIES

Reporting to: Theatre Manager (TM), Deputy Theatre Manager (DTM)

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.

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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

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HOW TO APPLY

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

Please apply by filling in the attached application pack and emailing to tm@criterion-theatre.co.uk with Front of House Assistant & your name in the subject line.

APPLICATION DEADLINE

12pm on Wednesday 6th November

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Front of House Assistant – TITANIQUE

Applicant Information

Full name:

Last

First

Date:

Address:

Door no

Street

Phone:

Email:

City

County

Postcode

Education

Institution:

From:

Grades:

To:

Institution:

From:

Grades:

To:

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References

Please provide details for two professional references you are happy for us to contact.

Full name:		Relationship:	
Company:		Phone:	
Address:		Email:	
Full name:		Relationship:	
Company:		Phone:	
Address:		Email:	

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Previous Employment

Company:

Phone:

Address:

Supervisor:

Job title:

From:

To:

Responsibilities:

Reason for
leaving:

Company:

Phone:

Address:

Supervisor:

Job title:

From:

To:

Responsibilities:

Reason for
leaving:

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Company:

Phone:

Address:

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leaving:

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Applicant questions

Please tell us in 100 words, or less, what skills you possess that would make you a great front of house assistant.

Please give 3 examples of the ways in which staff can ensure a memorable experience for patrons.

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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 an example of a difficult situation you encountered at work. What did you learn from that experience moving forward?

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Please give a brief explanation of what you enjoy about theatre or live performance in general.

Disclaimer and signature

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.

Yes ☐

No ☐

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

Yes ☐

No ☐

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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

Yes ☐

No ☐

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

Yes ☐

No ☐

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.

Signature:

Date:

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