

# Front of House Assistant – Job description



**CONTRACT TYPE:** 8 shows a week or 3 shows Fri-Sat

**RATE OF PAY:** £13.15

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 *'Two Strangers (Carry a Cake Across New York)*

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.

## Contract Details

This is a show contract and lasts the length of the run of *'Two Strangers (Carry a Cake Across New York)* which is currently running until **31<sup>st</sup> August 2024**. Candidates may also be considered for the next show at the venue.

We are offering two types of contracts. A full-time contract would be equivalent to 30 hours across 8 shows with evening and weekend work required.

OR

A 3-show contract **Fri eve – Sat mat & eve**, with the option to pick up for extra available shifts.

## PLEASE NOTE

Our show schedule currently runs from Tuesday – Sunday, details of which are below.

### **Performance schedule:**

**Tuesday – 7.30pm**

**Wednesday – 2.30pm & 7.30pm**

**Thursday - 7.30pm**

**Friday – 7.30pm**

**Saturday - 2.30pm & 7.30pm**

**Sunday – 3.00pm**

**From the week beginning 22<sup>nd</sup> July, we move to a Mon – Sat schedule for the rest of the run.**

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 Kerry [Kerry@criterion-theatre.co.uk](mailto:Kerry@criterion-theatre.co.uk) should you require any additional support during the recruitment process.

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Monday – 7.00pm

Wednesday – 2.30pm & 7.30pm

Friday – 7.30pm

Tuesday – 7.30pm

Thursday - 7.30pm

Saturday - 2.30pm & 7.30pm



## **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.

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.

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## Front of House Assistant – Job description

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



### 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 returning to [kerry@criterion-theatre.co.uk](mailto:kerry@criterion-theatre.co.uk) by **10am on Tuesday 7<sup>th</sup> May.**

**INTERVIEW DATES:** Thursday 9<sup>th</sup> May, Friday 10<sup>th</sup> May

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