



Performance Fire Officer (with Stage Door cover)
Application Pack
Closing Date: Thursday 15th April 2021

Contracted for the run of
Amélie The Musical.

Currently booking from Thursday
20th May - Saturday 25th
September 2021.

Performance Times from 1st June 2021
***Please see below for 20th May - 31st May**
2021 times

Tuesdays: 7.30pm performance
Wednesdays: 2.30pm & 7.30pm performances
Thursdays: 7.30pm performance
Fridays: 7.30pm performance
Saturdays: 2.30pm & 7.30pm performances
Sundays: 3pm performance

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 a variety of changes to how the front of house operation works as we go further into the government roadmap.

Contracted Hours

40 hours per week.
Tuesdays: 5pm start time (1 hour Stage Door break cover)
Wednesdays: 1pm start time
Thursdays: 5pm start time (1 hour Stage Door break cover)
Fridays: 5pm start time (1 hour Stage Door break cover)
Saturdays: 12pm start time (1 hour Stage Door break cover)
Sundays: 1.30pm start time

Key Application Dates

Closing Date: Thursday 15th April 2021.
Completed applications to be emailed to:
recruitment@criterion-theatre.co.uk

Interviews will be held between 19th April - 3rd May 2021. All candidates, selected for interview or not, will be contacted by 4th May 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 20th May arranged by the theatre.

Rate of Pay

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

*Saturday 22nd May no matinee, Sunday 23rd May no performance, Monday 24th May 7.30pm performance, Wednesday 26th May no matinee, Sunday 30th May no performance.

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 (with Stage Door cover) 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 socially distanced as per government guidelines.
- 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 ensure any queues are socially distanced as per government guidelines.
- 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.

Stage Door Cover

- To provide the 1 hour break cover for the Stage Door keeper on Tuesdays 5-6pm, Thursdays 5-6pm, Fridays 5-6pm and Saturdays 12-1pm.

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 (with Stage Door cover)
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:

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: _____