



## Front of House Assistant – Job description

**CONTRACT TYPE:** 8 shows a week or 3 shows only.

**RATE OF PAY:** £13.15

The Criterion Theatre is a London Living Wage Employer.

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

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**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 *'Jamie Allan's: AMAZE'*

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 *'Jamie Allan's: AMAZE'* which is running from 18<sup>th</sup> October – 23<sup>rd</sup> November 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.

A 3-show contract with a set 3 shows each week. There is also the possibility to pick up extra shifts should they be available but this is not guaranteed.

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.

## **PERFORMANCE SCHEDULE**

Please see performance schedule below. This includes all confirmed dates and potential additional performances that may be added into the schedule.

## **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.

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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

### **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 [TM@criterion-theatre.co.uk](mailto:TM@criterion-theatre.co.uk) by **10am Monday 7<sup>th</sup> October**.

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## PERFORMANCE SCHEDULE

Friday 18<sup>th</sup> October – 19:30pm  
Saturday 19<sup>th</sup> October – 14:00pm, 17:00pm & 20:00pm  
Sunday 20<sup>th</sup> October – 14:00pm & 18:00pm  
Tuesday 22<sup>nd</sup> October – 19:30pm  
Wednesday 23<sup>rd</sup> October – 19:30pm  
Thursday 24<sup>th</sup> October – 19:30pm  
Friday 25<sup>th</sup> October – 19:30pm  
Saturday 26<sup>th</sup> October – 14:00pm & 20:00pm  
Sunday 27<sup>th</sup> October – 14:00pm & 18:00pm  
Tuesday 29<sup>th</sup> October – 19:30pm  
Wednesday 30<sup>th</sup> October – 19:30pm  
Thursday 31<sup>st</sup> October – 19:30pm  
Friday 1<sup>st</sup> November – 19:30pm  
Saturday 2<sup>nd</sup> November – 14:00pm & 20:00pm  
Sunday 3<sup>rd</sup> November – 14:00pm & 18:00pm  
Tuesday 5<sup>th</sup> November – 19:30pm  
Wednesday 6<sup>th</sup> November – 19:30pm  
Thursday 7<sup>th</sup> November – 19:30pm  
Friday 8<sup>th</sup> November – 19:30pm  
Saturday 9<sup>th</sup> November – 14:00pm & 20:00pm  
Sunday 10<sup>th</sup> November – 14:00pm & 18:00pm  
Tuesday 12<sup>th</sup> November – 19:30pm  
Wednesday 13<sup>th</sup> November – 19:30pm  
Thursday 14<sup>th</sup> November – 19:30pm  
Friday 15<sup>th</sup> November – 19:30pm  
Saturday 16<sup>th</sup> November – 14:00pm & 20:00pm  
Sunday 17<sup>th</sup> November – 14:00pm & 18:00  
Tuesday 19<sup>th</sup> November – 19:30pm  
Wednesday 20<sup>th</sup> November - 14:30pm & 19:30pm  
Thursday 21<sup>st</sup> November – 19:30pm  
Friday 22<sup>nd</sup> November – 19:30pm  
Saturday 23<sup>rd</sup> November – 14:00pm, 17:00pm & 20:00pm

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**Additional Performances to be confirmed**

Wednesday 23<sup>rd</sup> October – 14:30pm

Saturday 26<sup>th</sup> October – 17:00pm

Tuesday 29<sup>th</sup> October – 14:30pm

Wednesday 30<sup>th</sup> October – 14:30pm

Thursday 31<sup>st</sup> October – 14:30pm

Friday 1<sup>st</sup> November – 14:30pm

Saturday 2<sup>nd</sup> November 17:00pm

Wednesday 6<sup>th</sup> November – 14:30pm

Saturday 9<sup>th</sup> November – 17:00pm

Wednesday 13<sup>th</sup> November – 14:30pm

Saturday 16<sup>th</sup> November – 17:00pm

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