

FRONT OF HOUSE PERFORMANCE STAFF

Purpose

To assist in operating the Front of House areas of the Shaftesbury Theatre which includes the auditorium, bars, foyers and other front of house spaces, when the Theatre is in performance mode. All members of the Front of House team report to the House Manager, or their delegated deputy on all matters. Their line manager is the House Manager.

Attendance at a show or an event at the Theatre is for most members of the public a significant event and thus the Front of House team has an important role in representing both the Theatre and Production to ensure that it is of an exceptional quality.

Duties

- To provide an efficient and welcoming service to the public visiting the Theatre.
- To provide a first class level of customer service at the Shaftesbury Theatre ensuring a high level of comfort and safety at all times.
- To provide informed and accurate information to the public.
- To maintain at all times the highest standards of Customer Service in accordance with the Theatre's Customer Care guidelines and the policies and aims of the Company.
- To work in close liaison with the House Manager in delivering the sales and supervision requirements of each production and any others events at the Theatre.
- To operate in accordance with the Front of House department's operational manual to ensure efficient and effective operational procedures at all times. In particular, such procedures should comply with Licensing, Hygiene and Fire regulations.
- To maintain accurate financial records and controls which shall include, but not be limited to, cash management, stock control and sales reports
- To report any equipment failures always ensuring adherence to operational procedures, effective routine maintenance and cleaning.
- To work on any special project as identified by the Senior Management team.
- To support Shaftesbury Theatre's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.
- To comply with the Company's Electronic Communications and Data Protection policies.
- To comply with the Shaftesbury Theatre's Equal Opportunities and Health and Safety Policies at all times.
- To have a full understanding of the venue's COVID-19 procedures including additional cleaning, temperature checks and wearing of masks/social distancing, reporting all infringements to the Covid-19 Compliance Officer.

Person Specification

Essential

- Educated to a good general standard
- Numerically literate
- The ability to work to tight deadlines
- Good spoken English
- Good personal presentation and customer focused skills
- The ability to communicate effectively at all levels
- Computer literate (use of Microsoft Office)
- The ability to work under pressure
- A flexible attitude to working patterns

Desirable

- Good social skills
- The ability to take initiative
- To be a team player
- A passion for Theatre