

THEATRE OF COMEDY COMPANY

FRONT OF HOUSE PERFORMANCE STAFF – SEASONAL

Purpose

To assist in operating the Front of House areas of the Shaftesbury Theatre which includes the auditorium, foyer and other front of house spaces, when the theatre is in performance mode. All members of the Front of House team report to the Head of House Management, or their delegated deputy on all matters. A visit to the theatre is for most members of the public a significant event and thus the Front of House team has a vital role in representing both the Theatre and Production to ensure that the experience is of an exceptional quality.

Duties

- To provide a safe and welcoming environment to the anyone visiting the theatre.
- To actively assist anyone who needs help within the venue.
- To provide informed and accurate information to the public.
- To consistently maintain 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 collaboratively with other departments within the Theatre to exceed our guests' expectations.
- To support the delivery of sales by selling within the auditorium and having an up-to-date knowledge of the Theatres' bar and hospitality offering.
- To communicate effectively and escalate any relevant information to the appropriate members of the team.
- To provide an accessible to service to all patron's including, but not limited to, an understanding of how to operate the lift, loop system and our access performance schedule
- To operate in accordance with the Front of House department's operational manual to always ensure efficient and effective operational procedures. Such procedures should comply with Licensing, Hygiene and Fire regulations.
- 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

THEATRE OF COMEDY COMPANY

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 always comply with the Shaftesbury Theatre's Equal Opportunities and Health and Safety Policies.

Person Specification

Essential

- A passion for exceptional customer service
- Excellent communication skills
- The ability to work under pressure and to tight deadlines whilst remaining calm
- A good team player
- Ability to take initiative
- A flexible approach to working patterns
- Good social and interpersonal skills

Desirable

- Previous experience working in a theatre, hospitality or events
- An interest in and enthusiasm for theatre

We are recruiting for a number of vacancies and have some flexibility around start and end dates. **All successful applicants will be required to work on 26th December** for our evening performance, however there are no performances on 24th or 25th December. We are able to offer full (8 show) and part time (minimum 4 show) contracts with start dates from November onwards, all roles will commence no later than 14th December. Seasonal contracts will be dated until 6th January with the potential for conversion to permanent.

The Mrs Doubtfire performance schedule can be viewed at shaftesburytheatre.com. We currently pay London Living Wage of £11.95.

Additional Opportunity

We are hoping to recruit 1-2 Front of House Assistants who are also able to assist our maintenance team with removing/replacing chairs for our wheelchair spaces. This requires lifting weights of up to 30kg and hours worked in this role are paid at

THEATRE OF COMEDY COMPANY

a higher rate. If you are interested in these additional hours please state this in your covering letter.