

FRONT OF HOUSE ASSISTANT

Application Pack

September 2017

JOB DESCRIPTION: FRONT OF HOUSE ASSISTANT

Head of Department: Al Morley, Commercial and Operations Director
Reports to: Anna Perry and Lacey Webdale, Theatre Managers

Salary: £7.50 per hour, based on 35 hours p/w

Cambridge Arts Theatre

Cambridge Arts Theatre is an independent theatrical charity. We're here to nurture a lifelong love of the performing arts and to secure the future of our theatre for future generations.

Purpose of the role

The Front of House Assistants perform a vital role as the public face of the Theatre. Working predominantly to welcome patrons into the Theatre and assisting across our bars, Box Office and Stage Door, they are responsible for delivering an exceptional customer experience for anyone entering the building.

With this in mind, the main areas of responsibility are:

Customer Experience:

- To reflect Cambridge Arts Theatre's core values of: being **proactive**; **caring** about the Theatre and its audience; always being **alert**; being **proud** to work here; **consistency**.
- To help greet and direct customers to the appropriate facilities before, during and after performances in a friendly and efficient manner.
- To help build a reputation for the best customer experience.
- To help with theatre events for supporters and pre and post-show talks.
- Keep mindful of opportunities to upsell programmes, interval orders and catering packages.
- To be aware of the access requirements of all patrons using the theatre.
- To maintain a high knowledge of shows, products, prices and procedures to be able to aid customers.

Commercial:

- To efficiently and quickly prepare drinks and orders at one of the Theatre's three bars.
- To proactively sell programmes, ice creams and theatre literature.
- To contribute to the effective and profitable operation of FOH, bars, catering and merchandise and maximise all retail opportunities.
- Assisting with implementing sales initiatives and help develop and achieve sales targets.

Health and Safety:

- To help with the cashing up procedure and closing down of all bars. This will include cleaning and tidying the bars spaces and equipment.
- To aid with the delivery of the public evacuation procedure.
- To comply with the theatre's health and safety and food handling procedures.

The following generic responsibilities apply to all Cambridge Arts Theatre staff:

- To participate actively in the life of the theatre.
- To attend meetings and events as required.

- To assist other departments as required.
- To work on other projects and activities as required and to play an active role in achieving the aims and targets of the organisation.
- To carry out administrative work generated by the above activities.
- To have a flexible approach to working hours.
- To maintain a clean and tidy working environment.
- To be presentable, well-organised and have good timekeeping.
- To comply with Cambridge Arts Theatre's Equal Opportunities, Health and safety and other policies at all times.

The list of responsibilities is not exhaustive and the employee may be required to perform duties outside of this list as operationally required and at the direction of the Line Manager or Head of Department.

PERSON SPECIFICATION

Essential

- A proven ability to deliver exceptional customer experience in a busy, commercial bars or hospitality environment.
- A proactive and caring approach to customer experience.
- The ability to remain alert in pressured situations.
- Demonstrably feel personal pride in work.
- Willingness to work flexible shift patterns and weekend hours.
- Excellent interpersonal communication with the ability to liaise courteously, calmly and effectively with customers, colleagues in other departments of the Theatre and members of Visiting Theatre Companies.
- A strong eye for detail and the presentation of products, drinks and retail spaces.

Desirable

- Experience of working in bars and retail, preferably in an arts environment.
- Experience of cash handling, credit card transactions and EPoS till systems.
- Previous experience of using a computerised Box Office ticketing system.
- Hold a personal licence to sell alcohol.
- First aid / Health & Safety / Fire Safety qualification.
- Key-holder experience

Terms and Conditions:

Salary:	£7.50 per hour
Hours of Work:	Full-time based on a 35 hour week. Due to the nature of the role Front of House staff are required to work evenings and weekends. There is no overtime paid and no formal time off in lieu system.
Probationary Period:	3 months
Notice period:	Following the completion of a successful probationary period, the notice period is 1 month
Pension:	The employer offers a stakeholder pension with Standard Life whereby contributions can be deducted from salary.

To apply for this position please email a CV and covering letter outlining your suitability for the role as outlined in the job description to recruitment@cambridgeartstheatre.com

Closing date for applications: 5pm, Tuesday 26 September

Interviews: Thursday 28 and Friday 29 September

All appointments are subject to satisfactory references

Cambridge Arts Theatre is an equal opportunities employer welcoming applications from all sections of the community.