

JOB DESCRIPTION: FRONT OF HOUSE ASSISTANT (Casual)

Head of Department: Lacey Webdale, Head of Operations
Reporting to: Theatre Managers, Deputy Theatre Managers, Bar Supervisors
Salary: Pay in line with national minimum wage

Cambridge Arts Theatre

Cambridge Arts Theatre exists to inspire and nurture a lifelong love of the performing arts.

Purpose of the role

The Front of House Assistants perform a vital role as the public face of the theatre. Working predominantly on the bars, 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 and interval orders.
- To be aware of the access requirements of all patrons using the bars.
- To maintain a high knowledge of products, prices and procedures to be able to aid customers.

Commercial:

- To efficiently and quickly prepare drinks and orders at one of the four 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 Chief Executive.

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 and colleagues in other departments of Cambridge Arts Theatre.
- 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.
- Hold a personal licence to sell alcohol.
- First aid / Health & Safety / Fire Safety qualification.

Terms and Conditions:

Salary and hours: National minimum wage

Hours of Work: Due to the nature of the role, Front of House staff will be required to work evenings and weekends.

All appointments are subject to satisfactory references

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