

## **CASUAL FRONT OF HOUSE ASSISTANT JOB DESCRIPTION**

Come join us at Greenwich Theatre for a busy Pantomime! The Front of House Assistant is a customer-focused role that works closely with the entire Front of House team to ensure that all performances and events at Greenwich Theatre run efficiently and effectively. This will mainly involve selling refreshments and merchandise from our bar or kiosk and ushering during the performances.

### **MAIN RESPONSIBILITIES**

1. Ensuring the bar and all points of sale are well-stocked and presentable.
2. Selling drinks and snacks at the bar, merchandise and programmes at our kiosk and ensuring that customers are served in an efficient and professional manner.
3. Scanning tickets, answering questions and dealing with customer queries and complaints appropriately.
4. Assisting in ensuring the health, safety and well-being of patrons in attendance as instructed; making sure the site and auditorium are clean, tidy and welcoming.
5. Abiding by and enforcing all policies and procedures, including health and safety and licensing regulations.
6. Assist the Duty Manager as required. In the case of an incident this can be; helping with lost children, evacuating the building, calling emergency services.

### **PERSON SPECIFICATION**

*Essential:*

1. Must be 18 or older at the time of application and must have the right to work in the UK.
2. Highly motivated and enjoy working in a fast-paced environment.
3. Confident and able to work well under pressure.
4. Willing to work unsociable hours.
5. Kind manner and positive team-work ethic!

*Desirable:*

6. Experience of working Front of House in an arts venue.
7. Bar or retail experience.

### **HOURS**

This is a 0-hours Christmas casual position on a temporary contract starting 6<sup>th</sup> November 2024 and ending 6<sup>th</sup> January 2025. It is expected that between 1 and 10 shifts (hours vary for each call) per week will be offered, depending on show schedule.

Performances run from Monday to Sunday and you will be expected to give regular weekend availability. Unsociable hours can be as early as 9am and as late as midnight. Please be aware that as this is a Christmas Casual position and availability will be required to cover the performance schedule from 22<sup>nd</sup> November 2024 to 5<sup>th</sup> January 2025.

There are performances on Christmas Eve, Boxing Day, and New Year's Eve. You will not be required to work all of these days but you must be available for a minimum of two of these shifts to be considered for this position.

### **RATE OF PAY**

£12.40 per hour (paid weekly in arrears) this is inclusive of holiday pay (£11.45 basic rate plus 1/12<sup>th</sup> Holiday pay=£0.95, hourly rate of £12.40). An additional payment is made for Sunday working.

### **APPLICATION**

Please complete the application form **or** send a CV alongside a personal statement (either 1 page Cover Letter or a 3 minute video file) to [Fohteam@greenwichtheatre.org.uk](mailto:Fohteam@greenwichtheatre.org.uk) by Tuesday 15<sup>th</sup> October 11:59pm.

Interviews will be week commencing 21<sup>st</sup> October.