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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Event Casual |
| **Reports to** | Duty Managers |
| **Contract** | Casual |
| **Salary** | £12.21 per hour |
| **Location** | The Palace Theatre |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

**Location: The Palace Theatre**

The post holder will be responsible for assisting with preparation, setting up and various operational duties in respect of the diverse range of productions staged by professional and amateur companies, as directed by the departmental Duty Manager.  Hours are offered on a casual basis and will include evening, weekend and Bank Holiday working.

KEY RESPONSIBILITIES

To promote good customer relations and ensure the safety and comfort our customers and clients at all times whilst on the premises.

 To develop a good working knowledge of the buildings' facilities and services in order to carry out assigned duties to a good standard, as directed.

 To assist in protecting and safeguarding the buildings and their contents from possible theft, damage and abuse by carrying out assigned duties as directed and abiding by policies and procedures issued.

To dress in accordance with Southend Theatres uniform policy and wear protective clothing as issued and instructed.

To abide by relevant Health and Safety and Licensing requirements and to ensure all visiting performers and the general public also conform to these requirements.

Any other duties as required from time to time, taking into consideration the grade of the post and capabilities of the employee.

As a member of the Front of House/ Hospitality team you will be offered work in one or more of the following areas on an as and when required basis:

**Ushers/Mobile Sellers**

**Key Objectives**

* To offer every customer a high level of customer care and create memorable experiences for our customers
* To maximise the sales of sweets, drinks, confectionary, programmes, ice cream and other products by selling them from hawking trays and trolleys
* To work as a part of a team to achieve a smooth-running event for both customers and colleagues

**Specific Duties**

* To possess a confident knowledge of the allocated emergency exit route where given and to stay at your allocated position at all times unless instructed otherwise.
* To scan tickets and direct customers to their seats
* To clean and set straight the auditorium and other areas as directed.
* To collect ice creams approximately 10 minutes before scheduled time and ensure your assigned door is closed before returning ice creams.
* To ensure that, once the performance has commenced, patrons being shown to their seats are done so by torchlight at the appropriate time in the programme and without disruption to other patrons, as instructed by Duty Manager.

**Theatre Shop Assistant**

**Key Objectives**

* To maximise the turnover of the Theatre Shop by maintaining attractive displays of stock in line with current guidelines.
* To co-ordinate the sale of programmes and other merchandise by theatre sales staff.
* To maintain an accurate record of sales, using the appropriate documentation provided.
* To act as a central communication point between staff, customers and duty management.
* To ensure that the limited sales time available produces the maximum possible returns by adopting a speedy but accurate and friendly approach towards customers.

**Hospitality**

**Key Objectives**

* Assist in maintaining the highest standards of service and customer care within the whole theatre.
* Establish a visible and accessible staff profile throughout the theatre in order to foster good relations and to provide support, advice and assistance to all visitors.
* Serve all alcohol, beverage and food products in line with set policies and procedures.
* Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.
* Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
* Handle customer complaints as directed and outlined in the Hospitality Handbook.
* Dress to the appropriate standard and be ready for work at the specific start time.
* Support the theatre management team and always represent the venue in a positive and professional manner.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.