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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| --- | --- |
| **Role Title** | Front of House Casual |
| **Reports to** | Duty Managers |
| **Contract** | Casual |
| **Salary** | £12.21 per hour |
| **Location** | Southend on Sea, Essex |

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 Trafalgar Entertainment (TE). We currently operate 21 venues; including 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

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.  This is a physical role that involves carrying hawking trays to cover sales in all areas of the venue.

KEY RESPONSIBILITIES

1. To promote good customer relations and ensure the safety and comfort our customers and clients at all times whilst on the premises.
2. 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.
3. 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.
4. To dress in accordance with Southend Theatres uniform policy and wear protective clothing as issued and instructed.
5. 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.
6. 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 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.

## **Specific Duties**

* To maintain the Theatre Shop in a clean and hygienic condition.
* To re-stock as required and in line with current practice. To ensure that only authorised staff enter the Theatre Shop.
* To issue and reconcile programmes and other merchandise as directed.
* To issue and reconcile cloakroom tickets and receipts.
* To reconcile and record all receipts including Theatre Shop sales, programmes, cloakroom receipts, site fees or commissions and other ancillary income.

**Ice Cream Issuers**

## **Specific Duties**

* To prepare ice cream trays, trolleys and fridges ready for the interval sales period as directed by the duty manager.
* To display ice creams in line with current practice to ensure attractive presentation and maximum turnover.
* To reconcile sales receipts from individual sellers using the documentation provided. Report any discrepancy to the duty manager immediately.
* To maintain the ice cream freezers and store room in a neat and tidy condition.
* To ensure that any damages are registered on the banking forms and signed off by the duty manager.

ABOUT YOU

* Able to take and act upon instructions within a given time frame and a busy working environment.
* Experience working as part of a team
* Able to use own initiative
* Reliable, with a flexible and pro-active attitude
* A keen interest in the theatre industry
* Previous cash handling experience
* A desire to offer excellent customer service to specified standards
* Articulate with good communication skills
* Previous experience working in a theatre environment (not essential)
* IT Literate (not essential)
* Previous experience working in a customer service environment (not essential)

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.