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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Guest Experience – Casual Team Member |
| **Reports to** | Heads of Department |
| **Responsible for** | Bar Service, Ushering, Café and Catering Customer Experience |
| **Hours** | Flexible |
| **Contract** | Casual Worker |
| **Annual Leave** | Paid at 12.07% of hours worked |
| **Salary** | £12.21 |
| **Location** | Eastbourne Theatres |

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

The Congress Theatre, Devonshire Park Theatre, and Winter Garden, along with conferencing and exhibition facilities are collectively known as Eastbourne Theatres and form part of the award-winning Devonshire Quarter complex. The venues are widely regarded as jewels in the crown of South-East entertainment.

We are looking for team members to work across the Congress Theatre, Devonshire Park Theatre, and Winter Garden with immediate effect!

Duties to include:

* Bar Service
* Pre-show dining
* Food Service
* Events
* Ushering

ABOUT YOU

Well-presented and punctual, with strong customer service skills. Previous experience working in theatre or an entertainment venue would be an advantage.

JOB ROLE

Welcome our guests to the venue with a personable, genuine touch, ensuring no individual leaves without feeling like a valued and appreciated customer.

To sell and promote our products/merchandise as required.

Bar duties and the sale of alcohol products.

Collaborate with the venue team to ensure the delivery of events, implement service standards, standard operating procedures and all housekeeping and setup of our event spaces.

PERSONAL QUALITIES

* Self-motivated with strong time management skills
* Positive, professional, and customer-focused attitude
* Ability to perform effectively in a fast-paced theatre environment
* Willingness to learn and develop new skills
* Flexibility to work evenings, weekends, and during peak periods

KEY RESPONSIBILITIES

* Provide excellent customer service to all theatre patrons.
* Serve drinks and snacks efficiently, adhering to licensing laws and venue policies.
* Follow health, safety, and food hygiene regulations.
* Operate the till and handle cash and card transactions accurately.
* Prepare and restock the bar before and during performances.
* Keep bar and foyer areas clean, tidy, and safe at all times.
* Check tickets and assist audience members with seating.
* Provide information about performances, facilities, and venue policies.
* Monitor the auditorium during shows to ensure safety and audience comfort.
* Assist with evacuation procedures in the event of an emergency.
* Support front-of-house operations as directed by the Duty Manager.
* Welcome customers warmly and take orders in a friendly and efficient manner.
* Prepare and serve hot and cold drinks, food, and snacks to a high standard.
* Maintain cleanliness of counters, tables, and dining areas.
* Work as part of a team to ensure smooth day-to-day operations – including flexibly working across venues.

PERFORMANCE MEASURES

* Informal 121s
* Monthly Mystery Shopper Reports
* Spend-per-head targets
* Applause card and Four Pillars recognise and reward scheme

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.