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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Casual Front of House Assistant (Christmas Temp) |
| **Reports to** | Front of House Management Team |
| **Responsible for** | As a member of the Front of House team, maximize profitability and ensure the highest standards of customer service. Uphold the conditions of the Theatre Licenses and ensure all operational systems required to run the department are executed in an effective manner. |
| **Hours** | Hours are offered on a casual basis and will include evening, weekend and bank holiday working. |
| **Contract** | Zero Hours |
| **Annual Leave** |  |
| **Salary** | £12.48 Per Hour |
| **Location** | You will be based at The Pavilion Theatre, 121 Renfield Street, Glasgow, G2 3AX. |

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.**

**PERSON SPECIFICATION**

In order to be considered for this post you will need to evidence and demonstrate:

**Essential**

1. A passion for providing excellent customer service
2. Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors, and colleagues within The Pavilion.
3. Experience of accurate cash handling, banking and implementing cash handling procedures
4. Ability to respond flexibly to changing business needs and demands and to work calmly and effectively under pressure
5. A proven track record demonstrating reliability and good timekeeping
6. A ‘can-do’ attitude and a positive, flexible approach to the job role, work colleagues and peers
7. Ability and willingness to work not only during the weekday daytimes, but also, as required within the Hospitality Team rota, in the evenings, at weekends, Bank Holidays and Christmas Holidays.
8. A presentable, professional and approachable manner which sets an example for others to follow.  
     
   Other

* Ability to undertake bar duties
* Prepared to conform to dress code

**Desirable**

* Enthusiasm for the performing arts and entertainment
* Previous experience in a busy customer service environment in hospitality

Casual Hospitality Assistant

KEY RESPONSIBILITIES

**Operations**

1. Serve all alcohol, beverage and food products in line with set policies and procedures, across all service points.
2. Operation of all till points and knowledge of all required functions pertaining to the till/sales systems.
3. A flexible attitude towards the operation of all points of sale and the ability to move between stations when on duty. You will be required to work across Bar, Restaurant, Kiosk and Merchandise areas.
4. Always welcoming all customers and visitors into the building. This includes general guidance, way-finding for customers and answering queries.
5. Active upselling as part of every appropriate transaction.
6. Adherence to all cash-handling procedures
7. Contribution to the achievement of Customer Service HGEM targets
8. Adherence to all Pavilion Theatre procedures and policies
9. Adherence to emergency and evacuation procedures including all relevant training, drills and briefings.
10. Ensure compliance with all food hygiene and liquor license legislation.
11. Adherence to all Group and Theatre Health & Safety at Work procedures, to minimise the risk of injury and accidents, personal and to others.
12. To conduct oneself in an appropriate manner and to be aware that you are always a representative of The Pavilion Theatre.
13. Other related duties as may from time to time be reasonably required by the Hospitality Management team and Duty Manager.
14. Assist in maintaining the highest standards of service and customer care within the whole theatre.
15. 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.
16. Collect, clean and store appropriately all crockery, cutlery, glassware and other such catering equipment.
17. Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures.
18. Dress to the appropriate standard and be ready for work at the specific start time.
19. Support the theatre management team and always represent the venue in a positive and professional manner.
20. Along with all other Hospitality colleagues, contribution as required to the achievement of The Pavilion Theatre’s Business Plan, and its sales targets and objectives.

**Recruitment, Training and Development**

* Undertake training and development relevant to the successful execution of the job role.  
    
  **Other Responsibilities**
* Dress in accordance with Company uniform policy and wear protective clothing were issued and instructed.
* Attend meetings as required.

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