

JOB DESCRIPTION & PERSON SPECIFICATION

KEY INFORMATION

Role Title	Casual Front of House Team Member
Reports to	Customer Experience Manager
Responsible for	Delivery of efficient, High Quality customer experience across all elements of the department, ensuring business objectives are met. Ensuring standards of customer service are delivered, facilitating smooth service and consistency between departments.
Hours	Subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holiday, including Christmas.
Contract	Casual
Annual Leave	Paid at 12.07% of hours worked
Salary	£12.44
Location	London, with occasional Travel

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

Delivery of efficient, High Quality customer experience across all elements of the department, ensuring business objectives are met. Ensuring standards of customer service are delivered, facilitating smooth service and consistency between departments.

KEY RESPONSIBILITIES & PERFORMANCE MEASURES

Health & Safety, Security

- To assist in emergency evacuation of the building
- Liaison with various internal departments.
- Maintain Health & Safety procedures, reporting any accidents/ Near misses to management.

General Responsibilities

- To be a point of contact for all Orchard staff and visitors, including contractors and visiting companies, presenting a professional, welcoming and helpful manner.
- To work across various areas including food and drink services on the bars/ Merch stands, and inside the auditorium.
- To attend training courses and development relevant to the successful execution of the job role.
- Dress in accordance with the theatres dress code.
- Late finishes may be required.

Key Attributes

- Self-motivated and able to work independently, whilst also working as part as the wider Theatre team.
- Evidence of organisational and administrative experience with a professional attitude.
- Strong customer service skills essential in dealing with public, Churchill staff and industry colleagues.
- An ability to be flexible and able to work evenings, Weekends and Bank Holidays.
- Understanding of Health and Safety, Food hygiene.
- Previous experience in a customer facing/service environment.

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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

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

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. 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.

