

TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Casual FOH Team
Reports to	Nick Gilbert, Operations Manager
Responsible for	NA
Hours	Zero-hour contract, venue operating hours between 9am – midnight, 7 days a week. Shifts allocated as per your availability.
Contract	Permanent (zero hour)
Annual Leave	NA
Salary	£12.21 per hour
Location	The Chiswick Cinema, Chiswick High Road, Chiswick, London, W4 1SH

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. 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

As part of our Front of House team, you’ll be at the heart of the guest experience. From welcoming customers and checking tickets, serving food and drinks to helping maintain the venues health and safety standards, you’ll help create a smooth, enjoyable visit for everyone who walks through our doors.

This is a casual, zero-hours role with a variety of shifts across evenings, weekends, and busy periods. The majority of shifts available are Friday-Sunday each week. It’s a great fit for someone who enjoys working in a fast-paced, people-focused environment and takes pride in delivering great service.

ABOUT YOU

You’re friendly, reliable, and enjoy working as part of a team. You’re comfortable speaking to customers, stay calm under pressure, and are happy to get stuck in wherever needed. Great attention to detail and taking ownership over your work is essential.

You don’t need lots of experience - we’re more interested in your attitude, work ethic, and willingness to learn. A genuine care for customers and your teammates goes a long way here.

KEY RESPONSIBILITIES

- Creating a welcoming, relaxed, and attentive experience for all guests
- Checking tickets and supporting guests throughout their visit
- Preparing and serving snacks and drinks with care and consistency

- Maintaining high standards of cleanliness and presentation across all spaces in the venue including foyers, bars, auditoriums and back-of-house.
- Supporting safe operations by following health & safety procedures
- Working collaboratively to ensure smooth, efficient service
- Being observant and proactive - anticipating needs and stepping in where needed
- Being informed and maintaining knowledge of the film programme, menus, special offers and deals available for customers

PERFORMANCE MEASURES

- 1) Customer Experience
- 2) Service Efficiency
- 3) Sales & Upselling
- 4) Ownership & Initiative
- 5) Teamwork & Contribution
- 6) Compliance & Standards

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.