TRAFALGAR THEATRES

KEY INFORMATION

Role Title	Front of House Performance Staff Casual – Zero Hour
Reports to	Front of House Supervisors and Theatre Manager
Responsible for	
Hours	Zero hour
Contract	Zero-hour contract
Annual Leave	Paid at 12.07% of hours worked
Salary	£14.41 per hour
Location	Trafalgar Theatre, London

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 YOU

As ambassadors for the theatre, the Front of House Performance Team are required to deliver exceptional customer service at all times, being vigilant to all things Health and Safety while being determined to maximise sales. This integral position requires reliable, adaptable individuals who are naturally personable and who will positively promote the reputation of the venue and its productions. They must be fully committed to working as a positive and productive member of a team, and to adhering to our front of house motto: "See, Smile, Say Hello", to ensure all patrons have a truly great experience at our theatre.

Your contract would be from November 30th to January 9th. To apply for this role, you must be available to work all dates over the festive period. **This would be 21st December to 24th December (including Christmas Eve) and 27th December – 2nd January 2027 (Including New Years Eve).** Full show schedule is available online. You would also need some availability throughout the month of December for some training shifts.

ABOUT THIS ROLE

KEY RESPONSIBILITIES

- To provide positive and attentive assistance to all our patrons, in order to offer an exceptional standard of customer service and create a truly welcoming environment.
- To help drive sales, understand, and contribute to targets by gaining product knowledge and using effective selling techniques.
- To keep a record of designated stock throughout a shift, ensuring an effective stock rotation is carried out and investigating any discrepancies with the FOH Supervisor.
- To adhere to all health and safety procedures in order to minimise the risk of injury and accidents, including maintaining the cleanliness of all front of house and staff areas.
- To be vigilant at all times to protect the welfare and security of yourself, colleagues and all customers.

- As part of audience care and safety responsibilities, this role requires sustained observation of audiences during performances and therefore requires the ability to remain seated and attentive in the auditorium for the length of the show. This varies for each show. The current production of Oh Mary runs for approx. 90 minutes without an interval.
- To understand the venue's Business Continuity Plan and participate in regular fire drills.
- To keep a high and consistent standard of appearance, ensuring that the theatre's image is always maintained.
- To actively participate in training programmes and attend training courses as required in order to further self-development.
- To complete any other delegated task that may assist the company in achieving its business objectives.

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.

If this sounds like you, we'd love to hear from you. Please submit a CV and Covering Letter as to why you think you are suitable for the role via the Recruitment Portal.

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.

Queries

Any queries should be addressed to Venue Management at trafalgarmanagement@trafalgarentertainment.com.