

Job Title: Front of House Assistant (Part Time)

REPORTS TO: Manager

INTERNAL CONTACTS: Staff and volunteers

SALARY: £7.65 per hour

HOURS: This is a part-time position on zero hour contract helping as holiday and sickness cover to our FOH team. Flexibility is essential as shifts will be available as the business demands. The average shift is 4-5 hours long. The candidate holder will sometimes need to be available at short notice and will be required to work weekends, evenings and Bank Holidays.

Responsibilities:

- To ensure that you are fully aware of all the facilities and products available in the theatre, along with a good knowledge of the relevant performance and venue information.
- To serve on bar, coffee bar, and box office as and when required.
- To ensure accurate cash handling and reconciliation is carried out in partnership with the DM.
- To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with tactfully.
- To ensure all Licencing and Company H&S policies are adhered to.
- To ensure the highest standards of tidiness, cleanliness and hygiene are maintained.
- To fully understand the venue evacuation plan and be able to lead when required.
- To take part in regular evacuation drills as directed by the Premises Manager.
- Ensure stock is always replenished on busy evenings for the bars, coffee bar, and toilets.
- Ensure the ice cream sales point is set up ready for the interval at stage front.
- To work with the volunteer DM, or deputise in their absence, in assisting patrons. Resolving complaints, first aid incidents, and other emergencies
- Liaising with the Tech Manager and performing companies to ensure back stage is secure and performers are looked after.
- Assist with setting up and handling merchandise for shows
- Handling 'Meet and greet' sessions with artist's pre/post show as appropriate.
- Handle any minor practical/maintenance issues as they arise and if unable to resolve report to maintenance.
- To undertake any training as required by the theatre management.
- This job description is not exhaustive, and Front of House Assistants may be required to perform duties not listed, to suit the reasonable operational requirements of the Regent.

Please note:

The successful applicant will be responsible for locking up the building at the end of the night.

PERSONAL SPECIFICATION:

Essential:

- Proven customer service experience
- Cash handling experience
- Excellent verbal communication skills
- Excellent numeracy skills
- Good time management
- Ability to work within a team
- Able to act on own initiative
- First Aid Certificate (training will be given)

Desirable:

- Previous front of house experience
- Previous bar or retail experience

Please send your completed application form to admin@regentcentre.co.uk

CV's will not be accepted without an application form.