



Job description

Front of House Assistant

Reporting to: Deputy Manager

Responsible for:

- Ensuring the comfort, safety and security of the general public, staff and performers at all times before, during and after a performance.
- Providing support for our volunteers and the Duty Manager (DM) to ensure the smooth running of the Regent.
- Ensuring that an excellent standard of service is offered to all customers, ensuring a positive and warm welcome is given at all times

Main Duties

- To work with the DM, or deputise in their absence, in assisting patrons. Resolving complaints, first aid incidents, and other emergencies.
- 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.
- Responsible for checking the security of the building, locking up and setting of alarms once the theatre is empty.
- 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 artists pre/post show as appropriate.
- Handle any minor practical/maintenance issues as they arise and if unable to resolve report to Premises Manager as part of daily handover.
- 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.