

# Job Title: Front of House Assistant (Part Time)

**REPORTS TO:** Manager

**INTERNAL CONTACTS:** Staff and volunteers

**SALARY:** £8.24 per hour

**HOURS:** This is a part-time, 12 hour contract helping within 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](mailto:admin@regentcentre.co.uk)

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