

FRONT OF HOUSE ASSISTANT Job Description

Reporting To: Front of House Manager/Bar and Catering Manager/Assistant
& Duty Managers

The Bush Theatre www.bushtheatre.co.uk is looking to recruit a team of enthusiastic and hardworking Front of House Assistants to work across our bar, box office, kitchen and theatre in order to deliver the highest standards of customer service to all audiences and visitors to the building, ensuring a welcoming, professional and accessible service to all visitors.

How to Apply

This pack contains the job description and person specification for the position of Front of House Assistant at the Bush Theatre.

To apply for the post please provide a completed application form and equal opportunities monitoring form.

Email your application and equal opportunities forms to:

jobs@bushtheatre.co.uk

Please state *Front of House Assistant* in the subject line.

Alternatively you may post your application to

Bush Theatre
7 Uxbridge Road
Shepherds Bush
London
W12 8LJ

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Responsible to: Front of House Manager/Bar and Catering Manager/Assistant & Duty Managers

Background

**“One of the most experienced prospectors of raw talent in Europe.”
– The Independent**

After nearly 40 years in residence over a pub on Shepherd’s Bush Green, the Bush Theatre moved into the Old Library in Shepherd’s Bush in October 2011. The Bush Theatre’s home is a beautiful and historic building in the heart of the community. Five years on, 2016 is another pivotal moment in the Bush Theatre’s history.

This year, we concluded a £4.3m redevelopment project to complete the transformation of the Old Library, making the building more accessible, more sustainable, and open to even more people. This now allow us to produce more work, reach out to more people, and support more artists. The building comprises of a flexible 190 seat Theatre, a second performance space (our brand new Studio), a rehearsal studio in the Attic, the Library Bar, a newly developed terrace garden and a playtext library. The redeveloped building also gives us further capability to hire out our spaces – for rehearsals, conferences, meetings, parties, comedy gigs and weddings.

Under the leadership of Artistic Director Madani Younis, the Bush Theatre is committed to presenting a diverse and innovative programme of new writing that speaks to and reflects contemporary society in all its diversity. As we enter into this new phase in the life of the theatre, we are looking forward to another 45 years as West London’s leading new writing theatre

Purpose of the Role:

- To be trained to work in a variety of front of house roles including the theatre, bar, kitchen and box office
- To assist with the successful delivery of first class sales and customer service in line with the style and ethos of the Bush Theatre.
- To adhere at all times to health and safety, licensing regulations.

We are hoping to recruit a team of Front of House Assistants that will be trained in all areas of the front of house of our building. Candidates that are invited to join the team would be told in advance of their shifts as to which role they would be taking on. A list of responsibilities for each of the roles is listed below.

Key responsibilities:

Theatre:

- To welcome patrons, check ticket stubs, usher patrons to seats and act as the point of contact for enquiries;
- To sell programmes, texts or other merchandise pre- performance during the interval and post-performance;
- To ensure the public areas, foyer, auditorium and toilets are presentable at all times;



- To ensure freesheets, leaflet displays and merchandise are tidy and well stocked and that all poster displays are clean;
- To be responsible for the safety and comfort of patrons before, during and after performances.

Box Office

- To be the principle point of welcome to the Bush Theatre and to act as reception for the building and to alert relevant staff promptly of any visitors arriving to the building;
- To ensure there is sufficient ticket stock in the printer and that the computer, printer and chip and pin pad are all working;
- To count the Box Office float and to inform the Visitor Services Manager of any discrepancy;
- To take delivery of postage and deliveries; and to distribute to the relevant member of staff;
- To listen to answer phone messages and to call back customers throughout the day;
- To serve customers to the box office via the phone and in person;
- To print and prepare tickets and merchandise for postage;
- To batch print tickets before each performance and distribute these to customers;
- To actively sell tickets and merchandise pre-show;
- To support Front of House Manager with performance incoming, especially when the house is open.

Bar:

- To serve customers and visitors to the building at the bar;
- To be knowledgeable of the products that the bar and kitchen serve;
- To abide by and enforce appropriate licensing regulations;
- To correctly operate the Café Bar's cash registers and PDQ machines;
- To be pro-active in bar and food sales to ensure maximum profitability;
- To accurately reconcile and record cash takings.
- To adhere to and assist with stock control procedures.
- To accept and check, stock deliveries.
- To ensure all cash and stock is kept safely whilst on the premises.

Kitchen:

- To prepare food for sale at the bar as required whilst adhering to all food hygiene standards;
- To assist with the maintenance of excellent hygiene levels;
- To adhere to and assist with stock control procedures.

Across all roles:

- To have a broad knowledge of Bush Theatre productions, past and present;
- To provide a welcoming environment to all visitors to the theatre;
- To uphold the highest standard of customer service;
- To assist in ensuring the safety and comfort of members of the public and staff.
- To deal effectively with any customer problems and enquiries;
- To actively promote Bush Local, Bush Connect and Supporter schemes

- To actively promote offers (including season multi-buy offers), to up-sell and cross-sell Bush Theatre shows;
- To be fully aware of the emergency evacuation of the theatre & Front of House areas;
- To ensure that basic daily cleaning duties are carried out;
- To assist with internal and external events;
- To attend all training sessions.
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General

- To act always in the best interest of The Bush Theatre;
- To act at all times in accordance with Bush policies and protocols;
- To attend a preview/dress rehearsal for each production at the Bush;
- To actively implement environmental policies and practices for the department.
- To adhere to Bush Theatre policies, including Equalities (including diversity, access, equal opportunities) and Environmental policies;
- To actively adhere to and implement the Bush Health and Safety policy;
- To maximise income and minimise expenditure wherever possible without jeopardising the quality of the work or the reputation of the Bush Theatre;
- Any other duties as reasonably required.

Personal specification

- Keen interest in the arts & in particular the Bush Theatre;
- Friendly & warm personality;
- Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone;
- Good communicator, able to offer a consistently high standard of customer care;
- Enthusiastic team worker with excellent interpersonal skills;
- Ability to use your initiative and prioritise tasks;
- Ability to work well under pressure;
- Accurate cash-handling skills;
- Availability to work evenings and weekends essential;
- Basic knowledge of health & safety and/or hygiene issues is desirable.

Terms

Rotas are created on a fortnight by fortnight basis and you will be asked to let us know your availability in advance for each two week period. Shifts will be allocated to each staff member based on this availability.

Hours	Must be able to work daytimes, evenings and weekends
Salary	£7.85 per hour plus holiday pay
Probation	Six (6) shifts
Contract Type	Casual – Zero Hours