

VENUE ASSISTANT

The Bush Theatre is looking for an enthusiastic and proactive Venue Assistant to work as part of the venue team in order to provide the best possible visitor experience and maximize revenue. This is a casual role and we are looking for Venue Assistants to work evenings and weekends with a particular focus on Thursdays - Saturdays, and occasionally Sundays. You will need to provide regular availability on these days.

How to Apply

This pack contains the Venue Assistant job description and person specification. To apply for the post please send a completed equal opportunities monitoring form along with your application.

We want you to have the opportunity to really tell us about yourself and explain to us why this position is right for you in whatever way feels most appropriate to you. All applications will be judged on content not on format.

Option 1: Fill out the Bush application form

Option 2: Send one of the following, alongside a basic CV:

- A personal statement (500 words max)
- Presentation - Keynote or PowerPoint
- Short video or sound file (3 minutes max)

All applications should address the following questions

- Tell us a little about yourself and why this position interests you
- Tell us what experience you have had that means you meet the person specification outlined in the job description, include practical examples
- What would you be bringing to this role
- Do you have any qualifications you want to tell us about

If you are applying in writing please send your application via email along with your equal opportunities form to jobs@bushtheatre.co.uk with **Venue Assistant** in the subject line.

You can upload a video or sound file with your equal opportunities form and CV to us using the We Transfer service <https://wetransfer.com/> – when using this service please send your file to jobs@bushtheatre.co.uk with **Venue Assistant** in the subject line.

Alternatively, you may post your application to:

Jessica Pentney
Bush Theatre
7 Uxbridge Road
Shepherd's Bush
London
W12 8LJ

If you have any need for this information in a different format please contact our Theatre Administrator, Jessica Pentney by email jessicapentney@bushtheatre.co.uk or phone 0208743 3584.

We will be recruiting for Venue Assistant positions over the coming months, and are accepting applications until Monday 13 December 2021.

Successful applicants will be invited to interview and will be asked to complete a paid trial shift with the team. **Please note that this position requires working on site.**

We actively encourage people with different backgrounds and skills to join us and positively impact our teams and working practice. We are particularly keen to receive applications from people who black, Asian or from other ethnic minority backgrounds and disabled people. All disabled candidates who meet the minimum criteria will be invited to interview

[Meet the Bush team](#)

Data Policy

Your application and any associated personal information will be stored and processed in accordance with our Data Policy and destroyed after six months. We will keep your equal opportunities form for a period of up to 6 months, after which point the data will be anonymised and aggregated for monitoring purposes. If you are engaged by us, the information you supply will be kept securely and form part of your record with us.

Venue Assistant (Bar) Job Description

Responsible to: Venue Manager (Visitor Experience) and Visitor Experience (Bar & Food)

Background

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

Under the leadership of Artistic Director Lynette Linton, 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.

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. In 2017 we concluded a £4m redevelopment project to complete the transformation of the old library, making the building more accessible, more sustainable, and open to even more people; allowing us to produce more work, reach out to more people, and support more artists.

But it retains its small-yet-mighty reputation. Recent successes include Arinzé Kene's *Misty*, and *Jellyfish*, by Ben Weatherill which transferred to the National Theatre, *Baby Reindeer* by Richard Gadd and *Chiaroscuro* by Jackie Kay.

Purpose of role:

The Bush Theatre aims to be positioned at the centre of our community, a space that is integrated and integral to the neighbourhood. Venue Assistants are responsible for being the face of the Bush to our visitors and delivering a visitor experience that provides the same high standards as the work we produce on stage.

At the Bush we welcome our visitors with enthusiasm and authenticity, providing an experience that is right for them. We value our community and the different stories and experiences they bring to our spaces. We want to be helpful and informative at all times, anticipating the needs of our visitors and providing suggestions on how to get the most out of their experience at the Bush and in our community.

Main Duties & Responsibilities:

Bar Service

- Run service - meeting, greeting and seating in line with the Bush Welcome, providing a warm and friendly community focussed service.
- Ensure table turning is managed in a smooth, calm and friendly fashion.
- Ensure food and drink are being served in good time.
- Ensure food and drink are being produced to a high quality
- Have good knowledge of products on the bar and be able to sell and upsell these
- Respond to regulars' and community needs and expectations
- Carry out bar hygiene routines as required and requested by Venue supervisors.
- To be trained in food service operations and carry out kitchen duties when required

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.
- 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 multibuy 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.

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.

Person specification

Essential

Note: We can only accept applications from individuals who are 18 years of age and older, due to the role responsibilities encompassing both bar & usher work.

- Willingness to work flexible shift patterns and evenings and weekend hours is required
- Good interpersonal skills, ability to communicate with staff and visitors in a friendly manner.
- Commitment to exceptional levels of customer service and care, with experience of dealing with customers both in person and on the telephone
- Enthusiastic team worker with the ability to work collaboratively as part of a small team
- Ability to use your initiative and prioritise tasks
- Ability to work well under pressure and in an adaptable manner

- Basic knowledge of health & safety and/or hygiene issues.
- Accurate cash-handling skills
- A demonstrable commitment to creating an inclusive and welcoming work environment with an understanding of the value of difference to our teams
- An interest in the arts and in particular the Bush Theatre
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Desirable

- Understanding of and connection with our local community
- Experience in working in a bar, cafe, retail environment or as a steward/usher
- Experience using Events Management Systems
- Experience of Box Office systems
- Experience of working in an Arts environment
- Qualifications in First Aid, Fire Marshal, Health and Safety
- Experience of delivering access requirements for visitors
- Evidence of a good working knowledge of equal opportunities and understanding of diversity in the workplace

CONDITIONS OF WORK

- Shifts are on a casual basis and vary from week to week
- Due to the nature of the business, regular weekend and evening availability will be required. Please note that whilst these may not be the only shifts offered, particular focus will be on evenings and weekends from Thursdays - Saturday, and occasionally Sundays. You must be regularly available to work these days to fulfil the role.
- Rate of pay is £10.30 per hour
- Entitled to 30 days paid holiday per annum, pro rata inclusive of 8 bank holidays, based on average pay