

CASUAL VENUE ASSISTANTS

Bush Theatre is looking for enthusiastic and proactive Venue Assistants for our bar, theatre and box office providing the best possible visitor experience and maximising revenue for the theatre.

We are looking for people who will be available regularly and particularly on Thursday, Friday and Saturday evenings. Shifts are generally 3.5 to 5 hours in length with doubles available on Wednesdays and Saturdays.

Please note that this position requires working on site.

How to Apply

1. Read the Job description and person specification to assess your suitability for the role
2. Register to attend the Open day on **10th April (Wednesday)** through our [recruitment portal Breathe HR](#), attaching your CV and supporting statement *outlining availability*
3. Complete our [Equal Opportunities Monitoring form](#). This helps us to better understand if our recruitment practices are accessible and equitable to all.

Application deadline: **9 am 5th April (Friday), 2024**

Recruitment Process

All applicants will be invited to an Open Day workshop, where we will do some group activities and a brief interview.

Date: 10 April (Wednesday), 2024

Time: TBC

Location: Bush Theatre, 7 Uxbridge Road, W12 8LJ

You must be available for the Open Day to be eligible for this position.

If you have any need for this information in a different format please contact our General Manager, Angela Wachner by emailing jobs@bushtheatre.co.uk or phone 0208743 3584.

We produce new plays and develop artists who see the world from a different vantage point and write stories for the many communities of contemporary London. Our diverse team and their range of experiences are vital to the Bush's success, but we still have work to do to make sure they fully represent the communities we serve. If you are excited about this role and the work we do, we want to hear from you even if you don't meet every criteria. We particularly encourage applications from marginalised groups such as the global majority, LGBTQIA+ or those who are disabled or neurodiverse.

Minimum Criteria Guaranteed Interview Scheme

We are a Disability Confident employer and as part of our Minimum Criteria Guaranteed Interview scheme, we will offer an interview to disabled candidates who meet the essential criteria for the role, as outlined in the person specification. If you consider yourself to have a disability or long-term condition and would like to apply through this interview scheme, please let us know by stating anywhere in your application: 'I would like to apply through the Minimum Criteria Guaranteed Interview scheme.'

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 Job Description

Responsible to: Venue Managers, Duty Venue Managers, Assistant Venue Managers and Venue Supervisors

Background

Opened in 1972, the Bush Theatre is internationally renowned as 'the place to go for ground-breaking work as diverse as its audiences' (London Evening Standard).

A champion of playwrights and operating in one of the most culturally diverse areas of London, the Bush Theatre has a commitment to its local community and the wider artistic community. Braiding these two strands of work together, the Bush produces an engaging and challenging programme that reflects the world we live in.

Recent successes include Arinzé Kene's *Misty* which transferred to the West End; Jellyfish, Ben Weatherill's love story about a young woman with Down's Syndrome which transferred to the National Theatre; a re-imagining of Jackie Kay's 1986 masterpiece, *Chiaroscuro*, directed by the Bush's Artistic Director Lynette Linton and the co-productions of Richard Gadd's *Baby Reindeer* and Igor Memic's *Old Bridge* which won the Olivier Award for 'Outstanding Achievement in an Affiliate Theatre' in 2021 and 2022 respectively.

The Bush Theatre's talent development programmes discover and develop the very best of the UK's leading artists. The Bush team believes the theatre has a responsibility to programme and generate opportunities for new and established makers and, with long-term residencies, add to the sustainability of their careers.

Since re-opening in March 2017 after a year-long £4.3 million renovation by architects Haworth Tompkins, the Bush continues to create a space where all communities can be part of its future and call the theatre home.

[Meet the Bush team](#)

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.

Venue Assistants are expected to be flexible and to support all aspects of venue operations and visitor experience.

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.

- Experience of providing outstanding customer service in either a visitor attraction, performance environment or bar/cafe
- Willingness to work flexible shift patterns including 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.
- 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

Desirable

- Understanding of and connection with our local community
- 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

TERMS & CONDITIONS

Hours: Variable with a focus on evenings and weekends

Salary: £11.95 per worked hour

Holidays: 30 days per annum pro rata inclusive of Bank Holidays

Contract type: Casual

Other Benefits:

- Complimentary tickets to all Bush productions subject to availability
- 20% discount on food and drink at the Library Cafe Bar
- Access to a confidential telephone counselling service