

Job Title: Front of House Assistants

Responsible to: House Manager

Place of work: Oldham Coliseum Theatre

Salary: £8.21 per hour (plus holiday pay £0.68p per hour)

Dates: Mandatory training: one training sessions will take place week commencing 4th November.

 Period of work: 4th November 2019– Saturday 11th January 2020.

Hours of work: Due to the nature of this position, weekend and evening work is required.

Schedule of work: Must be available for all dates on schedule provided.



## Front of House Assistants

# Job Description

### Core purpose

To welcome and assist all visitors to the Coliseum and provide excellent customer service to people from a diverse range of backgrounds and cultures.

This role is a crucial member of the Customer Services team, maintaining service standards and ensuring sales are maximised and that the customer experience is always of the highest standard.

Provide an inclusive, friendly, efficient, knowledgeable service and ensure a safe working environment complying with all health and safety procedures and standards.

#### Main Duties and Responsibilities

#### Customer Service

* Meet and greet customers, assisting them to find their way around the building;
* Confidently answer queries;
* Check theatre tickets;
* Direct customers to their seats;
* Proactively sell programmes, merchandise, sweets, ice creams and any other items as requested;
* Accommodate latecomers;
* Maintain stock levels including rotation, security and presentation;
* Ensure Front of House areas are clean and tidy at all times and assist in the cleaning of public areas after a performance;
* Supervise the audience during a performance, ensuring the audience is comfortable and helping maintain an atmosphere that is conducive to the production;
* Consult with the Duty Manager appropriately throughout the shift, including attending briefings, understanding performance timings and seating plans;
* Provide information about the Coliseum, it’s productions and other areas of its work such as Learning and Engagement activities to visitors;
* Supporting the Coliseum’s Access Policy through understanding the needs of visitors including education/youth groups and deaf and disabled customers;
* Some bar work may be required;
* Support Customer Experience Volunteers in their role;
* Prepare equipment for performances.

**Financial**

* Adhere to the Coliseum’s financial and security procedures;
* Operate a tablet based cash card and till system;
* Assist with cash reconciliation during performances;
* Maintain accurate cash floats.

**Health and Safety**

* Be responsible for leading an audience in an evacuation;
* Be familiar with all responsibilities outlined in the Health & Safety policy and ensure those responsibilities are met;
* Be proactive in ensuring the safety of visitors and staff in the building;
* Be vigilant and maintain the security of the building and its contents;
* Monitor the appearance and fabric of the building and report any issues.

**Other Duties**

* Maintain excellent working relationships with all staff and people associated with the Coliseum, demonstrating a high standard of professionalism at all times;
* Represent the Coliseum both in and out of the building in an informed and articulate manner;
* Promote and comply with all the Coliseum’s policies including, but not limited to equal opportunities, dress code, health and safety and customer care policy;
* Undertake any training which may be required;
* Be aware of, and support all Coliseum productions, events and LED activities.
* Proactively support other frontline teams including Bar and Box Office;
* Undertake any other duties as requested by the House Manager.

**Person specification – essential skills, attributes and experience:**

Excellent customer service skills, with the ability to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people;

Excellent organisational and time management skills;

Ability to work calmly and effectively under pressure;

Excellent team working skills, with the ability to use own initiative,

Well presented, articulate with a positive and enthusiastic attitude;

Excellent verbal and written communication skills;

Have a good working knowledge of I.T. software including Microsoft Office, in particular Outlook, Word and Excel;

Flexible availability and a willingness to work a variety of unsociable hours, including evenings, weekends and bank holidays;

Experience of cash handling and reconciliation;

The ability to maintain systems and records;

An interest in the arts, ideally theatre, and an enthusiasm for working in a socially engaged and culturally diverse environment;

An understanding of access and disability issues.

**Deadline for applications:** Monday 21 October at 10am

**Interviews to take place:** Thursday 31 October

**Training day:** Wednesday 6 November

For any questions, please get in touch with recruitment@coliseum.org.uk or 0161 624 1731