

Front of House Assistant

(Temporary Pantomime cover, November 2024 - January 2025)

www.queens-theatre.co.uk

Closing date: Friday, 11 October 2024, 5p.m.

**QUEEN'S
THEATRE**
HORNCHURCH



Welcome

Queen's Theatre Hornchurch: where your talents find their stage.

Queen's Theatre Hornchurch (QTH) is the producing theatre serving Outer East London & South Essex, with a catchment area of 1 million+ people.

As a community hub, over 220,000 people enjoy the programme each year, including the best in home grown theatre, visiting live entertainment and inspiring community projects.

Behind the scenes, sets & costumes are lovingly created on-site by a highly skilled carpentry workshop, scenic artists, prop makers and wardrobe team.

“ As a publicly funded organisation, it is our responsibility to offer something for every single person in our catchment area ”

About the Role

Job Title: Front of House Assistant

Reporting to: Head of Customer Services & Facilities and the Customer Services & Facilities Manager.

Salary: £11.44 per hour.

Double-time payments are due for actual hours worked on Sundays and Bank Holidays, as per the UK Theatre / BECTU agreement.

Contract: Temporary Pantomime cover November 2024 - January 2025.

Hours: Casual basis: Daytime, evening, weekends & public holidays.

Holiday cover for co-workers will be required.

Period of Notice: 2 weeks





“Heartbreakingly well-written”

Purpose of the Role

As a Front of House Assistant, you will often be the first point of contact for the customers in the theatre. You will work in three main areas: Café, Bar, and as an Usher.

- Always ensure that the public receive the highest standards of comfort and safety before, during and after a performance.
- Queen's Theatre Front of House staff must always present a welcoming, courteous, helpful, and efficient service to all members of the public.
- Be proactive, on behalf of the Theatre, in customer care and Front of House sales.



Responsibilities

Public Safety

- To always anticipate the comfort and safety needs of Queen's Theatre patrons.
- To be familiar with Queen's Theatre fire and evacuation procedures. Attend all emergency and evacuation drills and training to ensure that emergency procedures are correctly executed.
- To be responsive to any other emergency, i.e. an accident or sudden illness, and to react calmly, quickly, and efficiently.
- Maintain the Theatre's high standards in the Bar, Foyer and Auditorium.
- To be familiar with the Theatre's products and facilities, to assist the public with their queries, and to promote current and future shows / events.
- To be aware of the needs of patrons with disabilities and to ensure those needs are met accordingly.
- To ensure that all current Theatre Covid regulations are adhered to for the health and safety of both patrons and staff.

Front of House Sales

- Must be over 18 years old as per licensing requirements, as selling alcohol is required.
- To carry out sales of food and drink in accordance with procedures to ensure the efficient running of Queen's Theatre Bar and Café-Bar.
- To sell ice cream, confectionary, and merchandise to the public.
- To ensure the accurate accounting of sales and takings, using the till facilities provided and in keeping with the Theatre's financial regulations.
- In accordance with Environmental Health Regulations, observe a high standard of cleanliness and hygiene in all areas; especially of Bar and Café equipment, glasses etc. General tidiness in the Bar and Café and related public areas. Maintain a high standard of personal appearance, in matters of hygiene, security and tidiness.
- Be aware of the need for maximum profit contribution from the Front of House operation and be vigilant in waste management and spoilt drinks, keeping losses to the minimum.

Responsibilities cont.

General

- Regularly check the staff rota and ensure any problems that arise are reported immediately.
- Wear appropriate clothing and always adhere to Queen's Theatre dress code on duty and to adhere to the Theatre's standard of personal presentation.
- Complete an accurate weekly timesheet for authorisation by the Head of Customer Services & Facilities.
- To undertake training in Health and Safety, First Aid, Fire Marshalling, Food Hygiene, and Sales as required both in-house and away from the theatre.
- At the end of the performance, and subject to operational requirements, undertake to clear the auditorium of litter and prepare it for the next performance.
- To be aware of the Theatre's Health and Safety rules affecting the Front of House area.
- To carry out any other duties as shall be reasonably required by the Deputy Customer Services & Facilities Manager.

Person Specification

Essential:

- Minimum of 18 years old.
- Enjoys interacting with a wide range of people
- Enthusiastic and polite manner
- Flexible and pro-active approach
- Enjoys being part of a team
- Enthusiastic about Theatre and live events
- High standard of personal presentation
- Customer care experience
- Sales experience



Person Specification

Desirable:

- Enthusiastic about Queen's Theatre Hornchurch and our shows / events
- Experience working in a busy Bar
- Catering experience
- Stock handling experience

Qualifications

- Current First Aid certificate
- Basic Food Hygiene certificate



How to apply

Application Deadline:

Friday, 11 October 2024, 5 p.m.

Interviews:

In-person Interview at QTH on Wednesday, 16 October 2024

To submit your application:

Send completed Application form and Equal Opportunities form to Petert@queens-theatre.co.uk

For assistance:

Please email: Petert@queens-theatre.co.uk

The timeline dates are not flexible, please ensure you can attend prior to applying.

We want to make all opportunities at Queen's Theatre Hornchurch accessible to anyone who wants to apply.

If submitting a written application is not the best way to tell us about your skills and experience, please let us know and we will discuss with you.

If you would like an informal conversation with Peter Thorpe, Head of Customer Services & Facilities to find out more about the position, in advance of, or whilst you are considering making an application, please contact the Box Office: 01708 443333 to arrange a mutually convenient time.

Please note for interviews we will reimburse travel expenses, provide BSL interpreters and language interpreters

Disability Confident

At Queen's Theatre Hornchurch, we are committed to promoting and protecting the physical and mental health of all our staff.

As a Disability Confident Committed Employer, we have committed to:

- Ensure our recruitment process is inclusive and accessible
- Communicating and promoting vacancies
- Offering an interview to disabled people who meet the minimum criteria for the job
- Anticipating and providing reasonable adjustments as required
- Supporting any existing employee who acquires a disability or long-term health condition, enabling them to stay in work
- At least one activity that will make a difference for disabled people.

Find out more about Disability Confident at: www.gov.uk/disability-confident



Equality and Diversity

At QTH, we champion a diverse and inclusive workplace, valuing every individual's unique background and perspective.

We believe that a diverse team fosters creativity and innovation, enhancing our artistic endeavours. We are committed to equal opportunities, regardless of race, ethnicity, gender, sexual orientation, age, religion, abilities, or socio-economic background. Embracing differences, we create an environment where all employees feel respected and empowered.

We actively challenge biases, promoting mutual understanding and respect for all voices. We welcome applicants from diverse backgrounds and encourage an inclusive space where everyone can thrive and contribute.

Join us in celebrating diversity and inclusion, shaping a vibrant theatre community where every individual is valued, respected, and inspired, guided by a passionate new Creative Directors team of inspirational leaders.

Here, you can make your mark, learn, and grow. Be part of a team that enlightens and engages audiences locally and beyond.

About Queen's Theatre Hornchurch

Audiences are guaranteed a **warm welcome** from a three year winner of UK Theatre's Most Welcoming Theatre (2016-2018), London Theatre of the Year 2020 (The Stage Awards) – the first Outer London theatre to receive this prestigious award – and 2023 finalist for 8 of the Off West End Theatre award categories for the public's favourite venue.

QTH is known for **new plays**, including premieres of *Maggie May* (Frances Poet), *Love Letters* (Douglas Rintoul), *Misfits* (Anne Odeke, Guleraana Mir, Kenny Emson & Sadie Hasler), *Stiletto Beach* (Sadie Hasler) and *Abi* (Atiha Sen Gupta). Adaptations have included Neil Bartlett's *Jekyll & Hyde* and Vicky Donoghue's *The Witchfinder's Sister*. Its 2022 **Blueprint Festival** of new works enabled 60+ creative practitioners. QTH champions **working class female playwrights**, with Vickie Donoghue, Amanda Whittington, Kelly Jones, Sadie Hasler, Anne Odeke & Guleraana Mir currently commissioned.

Record breaking **regional premiere** productions of musicals have seen *Kinky Boots*, *Adrian Mole - the Musical*, *Once*, *Priscilla Queen of the Desert* and *Made in Dagenham* on stage in Hornchurch. **Productions toured** include *The Crucible*, which undertook a 5 month tour, and a major revival of *Kindertransport* produced in an innovative international partnership with Les Theatre de la Ville de Luxembourg. QTH has long established **producing partnerships** with the New Wolsey Ipswich and Derby Theatre, and has successfully co-produced with the National Theatre, Lee Dean, Central School of Speech & Drama, Selladoor Productions, Hull Truck Theatre, Oldham Coliseum & Salisbury Playhouse.

QTH offers a wide range of life enhancing **workshops & classes** for people of all ages – working with more than 32,000 participants each year & recently celebrating 30 years of Youth Theatre. QTH is Theatre partner to the National Theatre for **Public Acts**, which creates extraordinary acts of theatre and community, producing the European premiere of the musical adaptation of *As You Like It*, which saw 149 participants from across London's diverse communities experiencing a life changing performance on stage.

QTH is a leading member of Theatre Nation, making theatre with and for under served audiences, and has toured the National Theatre's *The Curious Incident of the Dog in the Night-Time*, *Jekyll & Hyde* and *Shut Up, I'm Dreaming* into Havering & Essex schools.

QTH talent development programme, **Outer Limits**, connects with regional professional artists, reaching 1,700 each year, now internationally too through **Future Laboratory**, in partnership with 12 European theatres. **Essex on Stage** is QTH's ambitious programme championing positive notions of Essex & raising aspirations for working class artists, made possible through the 2018 Clothworkers' Foundation Theatre Award, launched with the regional premiere of David Eldridge's *In Basildon*.




Situated in the borough with the 4th lowest arts engagement in London, and as the 11th fastest changing in the country, QTH secured £1 million of Creative People and Places funding towards **Havering Changing**, a partnership of 8 local organisations engaging local people in culture. QTH is leading new local cultural education and creative health voluntary sector partnerships. Each year an astonishing 45% of QTH's audience are **new to the Theatre** and 61% are from under served areas.

As a much loved registered charity, QTH receives **regular funding** from London Borough of Havering and Arts Council England (recently securing a vital uplift). This is alongside increasing support from a generous range of supporters. Recently QTH delivered **QNew**, a £1.3 million pound capital transformation project, the first in 40+ years, creating vital new spaces with access at their heart.

QUEEN'S THEATRE HORNCHURCH

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RM11 1QT

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