

## JOB DESCRIPTION

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| Job Title:    | <b>Front of House Assistant (Temp<br/>November 2026 to January 2027)</b>                                                                     |
| Reporting to: | Head of Customer Services & Facilities and Customer Experience Manager                                                                       |
| Rates of Pay: | Hourly rate £12.71<br>Double Time payments due for actual hours worked on Sundays and Bank Holidays and as per UK Theatre / BECTU agreement. |
| Hours:        | Casual basis<br>Daytimes, evenings, weekends and Bank Holidays.<br>Holiday.                                                                  |

### About 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: The Café, the Bar and as an Usher.

### Principal Responsibilities

1. To ensure the highest standards of comfort and safety for the public at all times before, during and after a performance.
2. To present a welcoming, courteous, helpful and efficient service for the Queen's Theatre to all members of the public.
3. To be pro-active on behalf of the Theatre in the areas of customer care and front-of-house sales.
4. Must be over 18 years old as the selling of alcohol is required.

### Main Duties

#### Public Safety

- To anticipate the comfort and safety needs of theatregoers at all times.
- To be familiar with the Queen's Theatre's fire and evacuation procedures and to attend all emergency and evacuation drills and training in order to be able to carry out emergency procedures correctly.
- To be responsive to any other emergency that may occur, such as sudden illness, and to react with calm, speed and efficiency.
- To be aware of the standards of tidiness required in the foyer and the auditorium and to be responsible for maintaining these standards at all times.
- To be familiar with the Theatre's products and facilities and in particular with current and future shows and events in order to assist the public with queries and to promote the work and image of the theatre.

- To be aware of the needs of patrons with disabilities of all kinds 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**

- To carry out sales of food and drink in accordance with procedure to ensure the efficient running of the Queen's Theatre Bar and Café-Bar.
- To sell ice creams, confectionery, programmes 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, to observe a high standard of cleanliness and hygiene in all areas and especially of the bar and café equipment, glasses etc., and of general tidiness in the bar and café and related public areas and to maintain the best possible personal practice, in matters of hygiene, security and tidiness.
- To be aware of the need for maximum profit contribution from the front of house operation and to be vigilant in matters such as wastage and spoilt drinks, keeping losses to the minimum.

### **General**

- To regularly check the staff rota and ensure any problems arising are reported immediately.
- To always wear appropriate clothing and stick to the Queens Theatre dress code on duty and to adhere to the theatre's standard of personal presentation.
- To complete a weekly timesheet for countersignature by the Head of Customer Services & Facilities accurately.
- To undertake training as required both in-house and away from the Theatre as required in health and safety, first aid, fire marshalling, food hygiene and sales.
- At the end of the performance and subject to operational requirements, to undertake to clear the auditorium of litter and prepare it ready for the next performance.
- To be aware of the Theatre's Health and Safety rules as they affect the front of house area.
- To carry out any other duties as shall reasonably be required by the Duty Manger.

## **Front of House Assistant - Person Specification**

### **Skills/Experience**

#### **Essential**

Enjoy interacting with a wide range of people  
Enthusiastic and polite manner  
Flexible and proactive approach  
Enjoys being part of a team  
Enthusiastic about theatre and live events  
High standard of personal presentation  
Experience of customer care

#### **Desirable**

Enthusiastic about Queens Theatre Hornchurch  
Experience of sales work  
Experience of bar work  
Experience of catering work  
Stock handling