

**Job Description**

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| **POST DETAILS** |
| **Organisation** | The Marlowe Trust |
| **Location** | The Marlowe Theatre and The Kit |
| **Job title** | Front of House Services Assistant |
| **Reports to** | Deputy Front of House Services Manager |
| **Salary** | £17,364 per annum |

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| **JOB PURPOSE** |
| To provide an excellent and safe customer experience for all patrons of The Marlowe Theatre, meeting the overall objectives of the organisation.  |

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| **PRINCIPAL ACCOUNTABILITIES** |
| * To work as an usher, in the restaurant, bars or box office as required.
* As directed, to sell drinks, programmes, ice creams, merchandise, theatre tickets, memberships and other items in order to deliver the theatre’s business objectives.
* To work in a customer facing service role as part of a team, welcoming all customers into our venue with consistent standards of exceptional customer service.
* To observe customer behaviour and be proactive in resolving any issues that arise in order to protect our premises licence, ensure customer safety and minimise customer complaints.
* To be pro-active and sympathetic in dealing with all customer comments, resolving them when possible and referring all others to the relevant team manager as necessary.
* To thoroughly understand and play an active role in the theatre’s fire and emergency plans to ensure the safety of all theatre customers
* To work in a safe and legal way to comply with regulatory and legislative requirements
* To comply with Trust policies and procedures so that the department is fulfilling its obligations
* To follow procedures in the handling of all financial transactions
* To develop effective working relationships both internally and externally to ensure good communication
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| **REQUIRED ATTRIBUTES** |
| **Knowledge** | * Basic knowledge of the theatre or cultural industries.
* Basic knowledge of relevant legislation and regulations
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| **Skills** | * Basic levels of commercial selling skills.
* Good levels of written and verbal communication skills.
* Good IT skills
* Great customer service skills.
* Basic problem solving skills.
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| **Experience** | * A basic level of relevant experience within catering, box office, or other customer service industries
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| **Qualifications** | * GCSE’s (or equivalent) in Maths and English at Grade C or above.
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| **JOB DIMENSIONS** |
| **Annual budgetary amounts** | Direct £0.00   Indirect £0.00 |
| **Number of staff reporting to the job holder** | Direct – 0   Indirect – 0  |
| **Any other relevant statistics/information** | Must be well presented and willing to work evenings and weekends |

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| **ORGANISATION CHART** |
| See attached |

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