

**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(Fixed term from 25 November 2019 to 12 January 2020) |
| **Reports to** | Deputy Front of House Services Manager |
| **Salary** | £9 per hour |

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| **JOB PURPOSE** |
| To support the Front of House Services Manager in providing an excellent and safe customer experience for all patrons of The Marlowe Theatre, which meet the overall objectives of the organisation. |

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| **PRINCIPAL ACCOUNTABILITIES** |
| * To usher customers in the theatre’s auditoria and to support the Front of House Services Manager in ensuring they comply with theatre policy.
* As directed, to sell theatre drinks, programmes, ice creams, merchandise and other items, to deliver the theatre’s business objectives.
* To thoroughly understand and play an active role in the theatre’s fire and emergency plan to ensure the safety of all theatre customers.
* To follow procedures in the handling of all financial transactions.
* To comply with corporate and service policies and procedures so that the department is fulfilling its obligations.
* To be pro-active and sympathetic in dealing with customer comments, escalating non-standard queries and complaints, to ensure high levels of customer service for both internal and external customers.
* To develop effective working relationships both internally and externally to ensure good communication.
* To work in a safe and legal way to comply with regulatory and legislative requirements.
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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 customer service skills.
* Basic problem solving skills.
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| **Experience** | * A basic level of relevant experience within the catering, box office, or other customer service industry
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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.  |

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| **NATURE OF CONTACTS**  |
| **Internal**  | The post holder will have contact with: * Deputy Front of House Services Manager by email and face to face contact on a regular basis regarding shift and staff management.
* Duty Manager by face to face contact on a daily basis to ensure the support and delivery of the Theatre’s Fire Plan and show management.
* Front of House Supervisor by face to face contact on a daily basis to ensure the support and deliver of the Theatre’s customer service and commercial targets.
* Box Office Supervisor by face to face contact on a regular basis to ensure the support and deliver the Theatre’s customer service and commercial targets.
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| **External**  | The post holder will have contact with: * Customers and theatre patrons by face to face meetings on a daily basis to provide customer service and products.
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| **ORGANISATION CHART** |
| See attached |

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