

**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 |
| **Skills** | * Basic levels of commercial selling skills. * Good levels of written and verbal communication skills. * Good customer service skills. * Basic problem solving skills. |
| **Experience** | * A basic level of relevant experience within the catering, box office, or other customer service industry |
| **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. |
| **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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