

THE MARLOWE

Job Description

| POST DETAILS | |
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| Organisation | The Marlowe Trust |
| Job title | Front of House Assistant (Seasonal, 8.5-hours) |
| Reports to | Front of House Manager |
| Grade | MTT06 - £18,583.77 (pro rata) |

| JOB PURPOSE |
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| To provide an excellent customer experience for all patrons of The Marlowe Theatre. |

| PRINCIPAL ACCOUNTABILITIES |
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| <ul style="list-style-type: none"> • To work in a customer facing service role as part of a team, to fulfil the needs of the audience and other users of The Marlowe Theatre. • To work for and support the Front of House department by assisting the usher, bar, restaurant, barista and box office teams as required and any other duties as designated by the Front of House Manager. • To thoroughly understand and play an active role in The Marlowe's Fire and Emergency and Security plans to ensure customer safety. • To deliver excellent customer service standards consistently and to promote The Marlowe's services when interacting with customers. • To have a knowledge and understanding of the theatre's programme and other activities. • To be pro-active and sympathetic in dealing with all customer comments and to refer these to the relevant team manager as necessary. • To follow all procedures in the handling of all financial transactions. • To exercise due diligence in relation to food safety and hygiene, ensuring the operation complies with all relevant statutory legislation. • To work co-operatively with the wider team, including other theatre departments to ensure excellent customer service standards. |

REQUIRED ATTRIBUTES

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| Required Qualities | <p>The Marlowe's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do.</p> <p>We actively seek to represent the diversity of our society.</p> <p>In order to live our values, our Front of House Assistants should be:</p> <ul style="list-style-type: none"> • Friendly, empathetic and customer focused • Approachable and presentable • Team players • Passionate about the value of theatre |
| Knowledge | <ul style="list-style-type: none"> • Good knowledge of the principles of customer service • Basic knowledge of food hygiene and food allergy legislation. |
| Skills | <ul style="list-style-type: none"> • Excellent verbal communication skills • Excellent interpersonal skills • Basic problem-solving skills and the ability to adapt • Basic numeracy and commercial selling skills |
| Experience | <ul style="list-style-type: none"> • Good level of experience of delivering great customer service • Some experience of working in the front of house, box office, bar or catering industries. |
| Qualifications | <ul style="list-style-type: none"> • |

JOB DIMENSIONS

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| Annual budgetary amounts | <p>Direct £ - 0</p> <p>Indirect £ - 0</p> |
| Number of staff reporting to the job holder | <p>Direct – 0</p> <p>Indirect – 0</p> |
| Any other relevant statistics/information | <p>Must be willing to work evenings and weekends, and available to work Bank Holidays over the festive period, including Boxing Day.</p> |

WORKING ENVIRONMENT

The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.

The Marlowe's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.

ORGANISATION CHART

See attached

August 2021