

# Front of House Ushers and Usherettes

## **SOUTHEND THEATRES**

Job Description  
Person Specification

September 2018

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Southend Theatres provides a stunning range of live entertainment, theatre and dining in our two venues, the **Cliffs Pavilion** and the **Palace Theatre**, in the heart of Southend-on-Sea.

**The Cliffs Pavilion** is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

**The Palace Theatre**, which opened in 1912, is a delightful Edwardian theatre retaining many features from its music hall origins, and includes The Dixon Studio located on the first floor. The studio is regularly used for a range of small-scale presentations including both amateur and professional productions, stand-up comedians and children's theatre.

**Employment type:** Casual

**Salary:** £7.70 to £8.21 per hour.

**Hours:** Hours are offered on a casual basis and will include evening, weekend and Bank Holiday working.

**Work location:** You will be based at **Southend Theatres Ltd.** and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.

**Purpose of the role:** The post holder will be responsible for assisting with preparation, setting up and various operational duties in respect of the diverse range of productions staged by professional and amateur companies, as directed by the departmental Duty Manager.

**Our ideal candidate:** We require friendly, confident people to join our Front of House team. You should be articulate with good communication skills and a strong desire to offer excellent customer service.

**For an informal discussion contact:** Duty Manager - 01702 390657  
[fohrecruitment@southendtheatres.org.uk](mailto:fohrecruitment@southendtheatres.org.uk)

**How to apply:** Send your CV and a covering letter to [fohrecruitment@southendtheatres.org.uk](mailto:fohrecruitment@southendtheatres.org.uk). Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

## REPORTING

You will report directly to the duty managers.

## KEY ACCOUNTABILITIES

1. To promote good customer relations and ensure the safety and comfort our customers and clients at all times whilst on the premises.
2. To develop a good working knowledge of the buildings' facilities and services in order to carry out assigned duties to a good standard, as directed.
3. To assist in protecting and safeguarding the buildings and their contents from possible theft, damage and abuse by carrying out assigned duties as directed and abiding by policies and procedures issued.
4. To dress in accordance with Southend Theatres uniform policy and wear protective clothing as issued and instructed.
5. To abide by relevant Health and Safety and Licensing requirements and to ensure all visiting performers and the general public also conform to these requirements.
6. Any other duties as required from time to time, taking into consideration the grade of the post and capabilities of the employee.
7. This job description is current at the date shown above. In consultation with you, it is liable to variation by management to reflect or anticipate changes in, or to, the job.

As a member of the Front of House team you will be offered work in one or more of the following areas on an as and when required basis:

- i) Stewards/Programme Sellers

## Key Objectives

- To maximise the sales of programmes, ice cream and other merchandise.

## Specific Duties

1. To possess a confident knowledge of the allocated emergency exit route where given and to stay at your allocated position at all times unless instructed otherwise.
2. To reconcile and be responsible for all cash taken from the sale of programmes or merchandise.
3. To clean and set straight the auditorium and other areas as directed.
4. To collect ice creams approximately 10 minutes before scheduled time and ensure your assigned door is closed before returning ice creams.

5. To ensure that, once the performance has commenced, patrons being shown to their seats are done so by torchlight at the appropriate time in the programme and without disruption to other patrons, as instructed by Duty Manager.

### ii) Theatre Shop Assistant

#### **Key Objectives**

- To maximise the turnover of the Theatre Shop by maintaining attractive displays of stock in line with current guidelines.
- To co-ordinate the sale of programmes and other merchandise by theatre sales staff.
- To maintain an accurate record of sales, using the appropriate documentation provided.
- To act as a central communication point between staff, customers and duty management.
- To ensure that the limited sales time available produces the maximum possible returns by adopting a speedy but accurate and friendly approach towards customers.

#### **Specific Duties**

1. To maintain the Theatre Shop in a clean and hygienic condition.
2. To re-stock as required and in line with current practice.
3. To ensure that only authorised staff enter the Theatre Shop.
4. To issue and reconcile programmes and other merchandise as directed.
5. To issue and reconcile cloakroom tickets and receipts.
6. To reconcile and record all receipts including Theatre Shop sales, programmes, cloakroom receipts, site fees or commissions and other ancillary income.

### iii) Ice Cream Issuers

#### **Specific Duties**

1. To prepare ice cream trays, trolleys and fridges ready for the interval sales period as directed by the duty manager.
2. To display ice creams in line with current practice to ensure attractive presentation and maximum turnover.
3. To reconcile sales receipts from individual sellers using the documentation provided. Report any discrepancy to the duty manager immediately.
4. To maintain the ice cream freezers and store room in a neat and tidy condition.
5. To ensure that any damages are registered on the banking forms and signed off by the duty manager.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

## PERSON SPECIFICATION

### SKILLS AND EXPERIENCE

<b>ESSENTIAL</b>	
<ul style="list-style-type: none"> <li>• Able to take and act upon instructions within a given time frame and a busy working environment</li> </ul>	
<ul style="list-style-type: none"> <li>• Experience working as part of a team</li> </ul>	
<ul style="list-style-type: none"> <li>• Able to use own initiative</li> </ul>	
<ul style="list-style-type: none"> <li>• Reliable, with a flexible and pro-active attitude</li> </ul>	
<ul style="list-style-type: none"> <li>• A keen interest in the theatre industry</li> </ul>	
<ul style="list-style-type: none"> <li>• Previous cash handling experience</li> </ul>	
<ul style="list-style-type: none"> <li>• A desire to offer excellent customer service to specified standards</li> </ul>	
<ul style="list-style-type: none"> <li>• Articulate with good communication skills</li> </ul>	

<b>DESIRABLE</b>	
<ul style="list-style-type: none"> <li>• Previous experience working in a theatre environment</li> </ul>	
<ul style="list-style-type: none"> <li>• IT literate</li> </ul>	
<ul style="list-style-type: none"> <li>• Previous experience working in a customer service environment</li> </ul>	

### PERSONAL/SPECIAL REQUIREMENTS

<ul style="list-style-type: none"> <li>• Prepared to confirm to dress code</li> </ul>	
<ul style="list-style-type: none"> <li>• Willing to work weekends, Christmas holidays/Bank Holidays as required.</li> </ul>	