

**Front Of House Staff
Recruitment Pack**



Thank you for your interest in the role of Front of House Staff

Background

The Orange Tree (OT) is an **award-winning, independent** theatre. Recognised as a **powerhouse** that creates high-quality productions of new and rediscovered plays, we entertain 70,000 people across the UK every year.

The OT's home in Richmond, South West London, is an **intimate theatre** with the audience seated all around the stage: watching a performance here is truly a unique experience.

We believe in the power of dramatic stories to entertain, thrill and challenge us; plays that enrich our lives by enhancing our understanding of ourselves and each other.

As a registered charity (266128) sitting **at the heart of its community**, we work with 10,000 people in Richmond and beyond through participatory theatre projects for people of all ages and abilities.

We are currently looking to recruit for all positions front of house, this includes **Usher, Bar Staff, Duty Managers** and **Box Office**.



Usher

Purpose:

Applicants should have a keen interest in the arts and, in particular, the Orange Tree Theatre. You must be a good communicator and an enthusiastic team worker, with excellent interpersonal skills. You will be responsible for the successful delivery of first-class sales and customer service. You will be expected to assist with ensuring that health, safety and hygiene, along with licensing regulations, are met. Availability to work evenings and weekends essential. Ability to use your initiative and prioritise tasks. You must be able to work well under pressure and feel comfortable working an iPad and portable payment system.

Responsibilities:

- To welcome patrons, check tickets, usher patrons to seats and act as the point of contact for enquiries.
- To assist with the selling of programmes, texts or other merchandise pre- performance during the interval and post-performance.
- To ensure the public areas, foyer, auditorium and toilets are presentable at all times.
- To be responsible for the safety and comfort of patrons before, during and after performances.
- To provide a welcoming environment to all visitors to the theatre.





Responsibilities (cont):

- To assist in ensuring the safety and comfort of members of the public and staff.
- To deal effectively with customer problems and enquiries.
- To ensure that basic daily cleaning duties are carried out.
- To assist with internal events.
- To actively promote all Fundraising schemes and initiatives.
- To attend all training sessions.
- To adhere to all fire and health and safety procedures to minimise the risk of injury and accidents.
- To adhere to all staff work rules and regulations.
- To be knowledgeable of the theatre's productions.
- To carry out any other duties as required.

Responsible to: Duty Manager and Front of House Manager



Bar Staff

Purpose:

The bar staff will support the Front of House team, they will need to efficiently operate the bar, including at times of great pressure pre-show, during intervals and at events. They must be good communicators and enthusiastic team workers, with excellent interpersonal skills. Applicants should be proactive and have a willingness to work hard, especially under pressure. Previous bar experience is favourable but not essential.

Responsibilities:

- To provide a welcoming environment to all visitors to the theatre.
- To assist in ensuring the safety and comfort of members of the public and staff.
- To deal effectively with customer problems and enquiries.
- To be proactive in bar and snack sales to ensure maximum profitability.
- To be knowledgeable of the bars' services.
- To abide by and enforce appropriate licensing regulations.
- To correctly operate the bar's cashless bar and Sum Up Payment Machine.





Responsibilities (cont):

- To adhere to and assist with stock control procedures.
- To assist with and, on occasion accept or check, stock deliveries.
- To ensure all stock is kept safely whilst on the premises.
- To ensure that basic daily cleaning duties are carried out and to assist with other weekly responsibilities as rota'd.
- To assist with internal events.
- To attend all training sessions.
- To adhere to all fire and health and safety procedures to minimise the risk of injury and accidents.
- To ensure that hygiene standards are maintained.
- To adhere to all staff work rules and regulations.
- To be knowledgeable of the theatre's productions.
- To carry out any other duties as required.



Skills and Experience:

Previous bar experience is favourable, but not essential.

Good communicator, able to offer a consistently high standard of customer care.

Enthusiastic team worker with excellent interpersonal skills.

Ability to use your initiative and prioritise tasks.

Ability to work well under pressure.

Basic knowledge of health and safety and/or hygiene issues is desirable.

Responsible to: Duty Manager and Front of House Manager





Duty Manager

Purpose

The Duty Manager is responsible for the safety, security of the public, artists and front of house workers in the venue. They are the primary point of contact on performance days for artists, companies and audiences.

The Duty Manager will be required to take on shifts as required, enabling the smooth operation of the venue, whilst delivering exemplary customer service.

They are responsible for managing the Front of House team on any given shift and reporting back to the Orange Tree Staff.

Responsibilities:

- To be the primary point of contact for front of house staff and audiences at the theatre venue before, during and after the performance.
- To ensure that the audience are treated with the highest standard of attention and care.
- To be responsible for the presentation and safety of the theatre venue, bar area and front of house. This includes ensuring the venue is clean and safe prior to the start of the shift, between performances and post-show.
- To be responsible for the supervision of all Front of House Staff.
- To liaise with the Box Office Staff, Bar Staff and Venue Technicians, to ensure the smooth running of the venue, including the venue management of customer issues or complaints.



Responsibilities (cont)

- Totalling receipts at the end of the night.
- Locking up the building at the end of a shift.
- To uphold the brand values of the Orange Tree Theatre and actively promote them.

Skills and Experience:

Previous Duty Manager experience is highly desirable.

Good communicator, able to offer a consistently high standard of customer care.

Enthusiastic team worker with excellent interpersonal skills.

Ability to use your initiative and prioritise tasks.

Ability to work well under pressure.

Accurate cash-handling skills.

Basic knowledge of health and safety and/or hygiene issues is desirable.

First Aid Trained

Responsible to: Front of House Manager





Box Office

Purpose

The Box Office staff are the face of the theatre on a day-to-day basis. They must be confident speaking to the public, booking tickets and handling any complaints or issues that might arise. They need to be confident and proactive. Exceptional customer service is a top priority, and this must always be upheld. The Box Office staff will also help the administration team with any additional tasks.

Responsibilities:

- To answer phone and email enquiries with regards to booking tickets.
- To field phone calls and emails with regards to customer feedback and making sure they are passed on to the correct department.
- To be comfortable handling money and be accurate with cash-handling skills.
- To uphold the ethos of the theatre, making patrons feel welcome.
- To encourage patrons to upgrade by becoming a member or booking a season ticket to shows.
- Encouraging patrons to purchase merchandise and programmes whilst booking tickets.



Skills and Experience:

Good communicator, able to offer a consistently high standard of customer care.

Enthusiastic team worker with excellent interpersonal skills.

Ability to use your initiative and prioritise tasks.

Ability to work well under pressure.

Experience of using a box office system is desirable.

Responsible to: Front of House Manager





Contract and terms:

Usher

Salary: £8.91 per hour (three hours minimum) plus holiday pay

Contract: Variable Hours Contract

Bar

Salary: £8.91 per hour (four hours minimum) plus holiday pay

Contract: Variable Hours Contract

Box Office

Salary: £9.27 per hour (three hours minimum) plus holiday pay

Contract: Variable Hours Contract

Duty Manager

Salary: £11.59 per hour (four hours minimum) plus holiday pay

Contract: Variable Hours Contract





Terms (cont):

Rotas are created on a show basis and you will be asked to let us know your availability in advance for each period. Shifts will be allocated to each staff member based on this availability. You will be expected to be available for a minimum of two shifts per week during a run. Must be able to work daytimes, evenings and weekends.

As a term of your employment you may also be asked to undertake other such appropriate duties as and when required of you, as well as being asked to work flexible hours to suit the operation of the organisation

Front of House Stewards

During our reopening, both our usher and bar roles will become steward roles; helping our patrons to feel safe and comfortable. This will be the first time for a year many of our patrons will be returning to the theatre, and it is imperative that we uphold the regulations of our 'See It Safely' badge.

Staff benefits

Your benefits will include:

2 complementary tickets to all OT shows, to be used before the final week of the run

Training opportunities

Option to join workplace pension scheme

Discount in the OT Bar

Applications

To apply please download an application form:

<https://www.orangetreetheatre.co.uk/opportunities/current-vacancies>

Email your completed form to: jobs@orangetreetheatre.co.uk with the name of the role you are applying to and your full name marked in the email subject e.g. 'Front of House Staff – Role - First Name Surname'.

If you require this information in a different format please email Sarah Murray, General Manager, on sarah.murray@orangetreetheatre.co.uk.

All applicants must complete an online equal opportunities form here:

<https://forms.gle/NHmK3UKPFX3NCDva6>

Closing Date: 12pm (Noon), Monday 10th May

Interviews: w/c Monday 17th May