



Full-Time Front-Of-House Staff (Seasonal) - Job Description

www.shaftesburytheatre.com

Job Title	Front-Of-House Staff
Department(s)	Front of House
Reporting to	Head of House Management Deputy Head of House Management Assit. Dep. Head of House Management
Key working relationships	Front of House Bars & Hospitality Patrons Production Sunday Hires
How to Apply <i>We welcome applications in alternative formats if this is more accessible for you. Please contact us to discuss your needs.</i>	a) CV (max. 2 sides)
Rate of Pay	£13.85 ph
Usual Hours	Between 5pm-10:30pm
Contract Type	Full-time
Application Deadline	Tuesday 4 th November 2025, @5pm
Interview Window	Thursday 6 th November
Start Date	Thursday 13 th November
End Date	Saturday 7 th February 2026
Recruitment Contact	Indy Alabi (Operations & HR Coordinator) ialabi@shaftesburytheatre.com

We are recruiting for **full-time** vacancies only. *All successful applicants will be required to work on;*

- **22nd December**
- **23rd December**
- **24th December**
- **27th December**
- **31st December**
- **2nd January**

There are no performances on 25th or 26th December. You must also be able to start by w/c 17th November. Seasonal contracts will be dated until **7th February 2026**.

Just For One Day: The Live Aid Musical performance schedule can be viewed at shaftesburytheatre.com.



FRONT OF HOUSE PERFORMANCE STAFF – SEASONAL

Purpose

To assist in operating the Front of House areas of the Shaftesbury Theatre which includes the auditorium, foyer and other front of house spaces, when the theatre is in performance mode. All members of the Front of House team report to the Head of House Management, or their delegated deputy on all matters. A visit to the theatre is for most members of the public a significant event and thus the Front of House team has a vital role in representing both the Theatre and Production to ensure that the experience is of an exceptional quality.

Duties

- To provide a safe and welcoming environment to the anyone visiting the theatre.
- To actively assist anyone who needs help within the venue.
- To provide informed and accurate information to the public.
- To consistently maintain the highest standards of Customer Service in accordance with the Theatre's Customer Care guidelines and the policies and aims of the Company.
- To work collaboratively with other departments within the Theatre to exceed our guests' expectations.
- To support the delivery of sales by selling within the auditorium and having an up-to-date knowledge of the Theatres' bar and hospitality offering.
- To communicate effectively and escalate any relevant information to the appropriate members of the team.
- To provide an accessible to service to all patron's including, but not limited to, an understanding of how to operate the lift, loop system and our access performance schedule
- To operate in accordance with the Front of House department's operational manual to always ensure efficient and effective operational procedures. Such procedures should comply with Licensing, Hygiene and Fire regulations.
- To report any equipment failures always ensuring adherence to operational procedures, effective routine maintenance and cleaning.
- To work on any special project as identified by the Senior Management team.
- To support Shaftesbury Theatre's communication objectives by sharing information with colleagues as appropriate whilst respecting confidentiality so that you and your colleagues have all the information you need to perform your duties effectively.



- To comply with the Company's Electronic Communications and Data Protection policies.
- To always comply with the Shaftesbury Theatre's Equal Opportunities and Health and Safety Policies.

Person Specification

Essential

- A passion for exceptional customer service
- Excellent communication skills
- The ability to work under pressure and to tight deadlines whilst remaining calm
- A good team player
- Ability to take initiative
- A flexible approach to working patterns
- Good social and interpersonal skills

Desirable

- Previous experience working in a theatre, hospitality or events
- An interest in and enthusiasm for theatre

We are Disability Confident Employer

If you're unsure whether you meet all the criteria, we still encourage you to apply. We value potential and enthusiasm, and we're happy to support you as you learn on the job.

If you have access requirements or need adjustments for any part of the application process, please let us know – we're happy to help.

We are committed to building a diverse and inclusive workplace. We actively encourage applications from people of all backgrounds, especially those currently underrepresented in the arts sector, including Black, Asian and global majority communities, disabled people, and those from working-class backgrounds.