



Job Description: L97
Ipswich Theatres
Front of House Usher / Bar Staff

Main Purpose of Job

To provide front of house and bar services at Ipswich Theatres (Regent Theatre & Corn Exchange) shows and events as part of Vibrant Town Services.

Main Duties

1. To assist in the operations of Front of House services including customer service reception, licensed bars, merchandising and ticketing services.
2. To provide information, guidance and advice to customers in a courteous and helpful way ensuring a high standard of service.
3. To serve beverages and confectionary from our licenced bars, while complying with current legislation regarding the sale of alcohol.
4. To assist with sales/retail operations as directed including operate tills and making transactions, ensuring adherence with the Council's financial regulations.
5. To ensure as part of the Front of House team, excellent standards and customer experience. This will include, greeting, assisting, and directing customers to their seats, ticketing services, sale of beverages and merchandise, cash transitions and customer welfare and access needs.
6. To comply to health and safety procedures in building checks, spillages and undertake an active role in an emergency including the evacuation procedures in the event of an full evacuations.
7. To effectively communicate with all members of staff to ensure the smooth running of our venues.
8. To attend regular staff training sessions.
9. To carry out light cleaning duties in accordance with the role and report any need for repairs and maintenance to premises as required.

Such variations as may be required from time to time without changing the general character of the duties shown above or the level of responsibility entailed.

Additional conditions

Must provide own uniform of plain black Skirt or Trousers. Shirt / Blouse will be provided.

PERSON SPECIFICATION

Ipswich Theatres Front of House Usher / Bar Staff

ATTRIBUTES	ESSENTIAL	DESIRABLE	METHOD OF ASSESMENT
Qualifications	Literacy and numeracy skills.	Customer Care or Hospitality qualification, or some experience in a customer-facing role. First Aid Certificate (or willingness to train).	Application Form.
Relevant experience	Able to demonstrate friendly and helpful approach to working with the public and an ability to effectively communicate. Previous customer service experience.	Hospitality, theatre, entertainment or retail experience Fire Marshalling experience. Experience handling payments or using a till.	Application Form / Interview.
Specialist knowledge	To demonstrate an understanding of health and safety within the work environment. (training to be provided).	Microsoft office IT skills Awareness of licensing laws.	Application Form / Interview.
Personal skills	Positive, approachable and friendly. Calm and reliable in busy or unexpected situations. Demonstrate ability to work as part of a team and to be able to use own initiative when required.		Application Form / Interview.

Special working conditions	Able to work a minimum of two shifts on a Friday or Saturday evening in a 4 week period, with occasional late night.		Application Form / Interview.
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We welcome applicants from all backgrounds and levels of experience. If you meet the essential criteria and are keen to learn, we encourage you to apply. Full training will be provided where needed.