**Vacancy Advert**We are seeking enthusiastic Front of House Assistants to join our team at The Coronet Theatre. Working within a small team you will have excellent communication and customer service skills to deliver high quality experiences for the audiences at performances and events. You will undertake Front of House roles within the bar, box office and auditorium to ensure that events run smoothly and the venue is a safe and welcoming environment for all visitors.

**About the Coronet Theatre**
The Coronet Theatre is a risk-taking, international theatre in an iconic, Grade II listed building in London’s Notting Hill. Both its programme and the building’s restoration are curated by Artistic Director & CEO Anda Winters. The Coronet Theatre presents an eclectic programme of theatre, film, dance, music, poetry and visual art in its intimate 195-seat main auditorium and 90-seat studio space, re-named The Print Room in recognition of the company’s previous home at a nearby print works. A fusion of multi-disciplinary international and UK work, The Coronet Theatre stages a mix of new productions, commissions and visiting artists, including a number of UK and world premieres. We offer memorable and often unexpected experiences for our audiences, while supporting established artists and nurturing new talent.

**Job Title:** Front of House Assistant

**Contract:** Casual Worker

**Hours:** Hours are variable and on a rota system including evenings, weekends and bank holidays.

**Pay Rate:** £11.05 per hour, paid fortnightly

**Closing Date: Rolling recruitment process**

**Interviews: From 17th October**

**Start Date:** Immediate, subject to references

How to apply:

* Download the job description from [www.thecoronettheatre.com/about](http://www.thecoronettheatre.com/about)
* Email your application including a CV and covering letter to recruitment@thecoronettheatre.com
* For more information, telephone 020 3642 6606 or visit the Coronet Theatre during opening hours.

*The Coronet Theatre aims to be an equal opportunities employer and embraces diversity in all its areas of activity. Registered charity 1141921.*

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**Reports to:** Audience Experience Manager, Duty Managers

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**Purpose of Job**

* Providing knowledgeable, efficient, friendly and professional customer service to all visitors.
* Maintaining high standards of customer care at all times.
* Ensuring the safety and security of all users and visitors to The Coronet Theatre.
* Maintaining the aesthetic and professional appearance of the whole venue.

**Main Duties**

• To ensure that an excellent standard of service is offered to all customers, and a positive and warm welcome is given at all times.

• To provide an energetic, professional and creative approach to delivering quality service.

• To effectively deal with any customer issues, problems, comments and complaints.

• To have a comprehensive knowledge of current and future performances and related activities.

• To maintain product knowledge and be familiar with current promotions or new products.

• To assist any patrons with access needs around the site, as appropriate.

• To work and upsell across all service areas including the Bar, Box Office and Front of House.

• To restock and replenish the service areas as required.

• To proactively maintain a thorough knowledge of safety and emergency procedures, and perform an integral role in evacuation procedures.

• To adhere to all aspects of licensing law, trading standards, food hygiene, health and safety and company policy.

• To maintain good housekeeping within all areas at all times.

• To proactively prepare all FOH areas prior to each performance and complete a full clean down at the end of each evening.

**Person Specification**

**Essential**

* Experience in a customer-focused environment.
* Excellent interpersonal, diplomatic and general communication skills.
* Experience of cash and transaction handling
* Ability to multi-task, work under pressure and problem-solve.
* Ability to work on own initiative and as part of a team.
* Commitment to the principles of Equal Opportunities and an understanding of the issues relating to diversity within an organisation and with audiences.
* Ability to carry out frequent manual handling tasks and to work in a physically demanding, non-stationary role.

**Desirable**

* Previous experience of working within a theatre or arts venue.
* Experience of closing down procedures.
* Experience of ticketing systems (Spektrix) and/or EPOS till systems.
* Additional qualifications, such as: first aid, food hygiene, fire warden, etc.

*This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed with the Post Holder and Line Manager as required.*

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