

Job Description & Person Specification: Front of House Staff

Job title:	Front of House Staff
Responsible to:	Operations Manager
Main purpose of the post:	To assist in Front of House operations
Hours:	Variable, including daytime and evening shifts
Hourly rate:	From minimum wage depending on experience
Holidays:	20 days pro rata plus statutory bank holidays (to be taken in lieu when necessary)

Overview:

The Mowlem Theatre requires Front of House staff to operate the Box Office and assist with customer service enquiries as required and directed by your line manager.

You will form part of our friendly team, working to a rota agreed with your line manager which may include daytime or evening shifts or a mix of both. This is a fun opportunity to be part of the revitalisation of The Mowlem Theatre and also includes the opportunity to see films and shows when you're not on duty.

Responsibilities:

- Operate the box office in order to sell tickets and assist with programme enquiries
- Serve all customers in a friendly, efficient and courteous manner at all times
- Ensure guests receive the highest standard of customer service at all times
- Promote a happy and welcoming atmosphere within the venue
- Handle cash and equipment in a secure manner

Person specification:

- You should be polite, friendly and well presented at all times
- Excellent communication and customer care skills are required
- You should be flexible, adaptable and willing to learn
- You should have an interest in theatre, cinema and the local community