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**FRONT OF HOUSE ASSISTANT**

**Front of House Assistants at the Almeida provide excellent customer service by creating and cultivating an atmosphere that is safe, welcoming, accessible and informative. As a small team of committed individuals they represent the Almeida during all performances, promoting both the artistic and financial objectives of the theatre.**

**The Front of House Assistant reports to the Front of House Manager.**

**Responsibilities include**

* To provide excellent and proactive customer service to all visitors.
* To assist in ensuring the safety and wellbeing of all members of the public and staff.
* To adhere to all Health and Safety procedures in order to minimize the risk of injuries and accidents, including fire, evacuation, security, and building maintenance procedures.
* To abide by and enforce appropriate licensing regulations.
* To deal effectively with customer problems and enquiries.
* To ensure appropriate accessibility measures are delivered at the point of need.
* To provide visitors with accurate information about the theatre and its productions as appropriate.
* To be pro-active in ensuring the maximum profitability of Front of House sales.
* To ensure all cash and equipment is kept safe and to accurately account for cash takings.
* To ensure public areas are well presented.
* To adhere to all staff rules and regulations.
* To attend all briefings, drills, meetings and regular training as required by management.
* To provide a welcoming atmosphere and project a professional, approachable, and highly presentable image at all times.
* To support all aspects of the work of the Almeida and complete any other delegated duty that helps the Almeida achieve its business objectives.

**Essential**

* A committed and diligent approach to all tasks.
* Ability to remain calm and efficient in fast paced environments.
* Experience of, and an enthusiasm for, achieving sales targets.
* High standard of numeracy.
* Excellent communication skills.
* Excellent timekeeping.
* A polite, proactive and enthusiastic attitude.
* Presentable and approachable.
* Experience of working with the public.
* Ability to work independently and as part of a team.
* Ability to learn and become proficient in new systems and procedures.
* Demonstrable interest in the Almeida Theatre and its work.

**Desirable**

* Experience in cash handling
* Experience in hospitality work.
* Understanding of Health and Safety practise.

**Summary of conditions of employment**

The post is a fixed-term, casual (zero-hour) position which commences in September 2024 (date TBC) and ends on the 30th of November 2024 with the possibility of an extension/renewal.

* Reports to: Front of House Manager
* Hourly rate: £13.15
* Double-time: applicable on Sundays, Bank Holidays or after midnight.
* Notice period: 4 weeks
* This position is based at the Almeida Theatre, Almeida Street, London, N1 1TA
* Uniform: The Almeida Theatre provides an Almeida T shirt. Smart/casual black trousers or skirt and black shoes to be provided by the employee.

**Deadline**  **9AM, Friday 9th August 2024**

**Interviews** **Monday 19th & Tuesday 20th August 2024**

**Start date** **September 2024**