

## 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.
- 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 practice.