

**ALMEIDA  
THEATRE**



**FRONT OF HOUSE ASSISTANT  
RECRUITMENT PACK**

# ALMEIDA THEATRE

We bring together the most exciting artists to take risks;  
to provoke, inspire and surprise our audiences; to interrogate  
the present, dig up the past and imagine the future.

Whether new work or reinvigorated classic, we make live art  
to excite, enliven and entertain.



# ABOUT THE ALMEIDA

**“A theatre to which everyone should take out a subscription”**

The Observer

**“Small but mighty, Islington’s Almeida Theatre is one of the most prestigious - and on form! - theatres in London, equally influential as a haven for great writers, great directors and great actors.”**

Time Out

The Almeida is a London theatre company with a national and international reputation for producing work of the highest standard - achieving recognition through consistent critical acclaim, increasing national reach, international profile, full houses and breadth of audiences.

Based in Islington, the Almeida Theatre began life as a literary and scientific society – complete with library, lecture theatre and laboratory. From the beginning, our building existed to investigate the world.

Under the new leadership of Artistic Director Dominic Cooke and Executive Director Ros Brooke-Taylor, the Almeida’s vision is to make bold work which challenges and questions the world we live in; bringing together the most exciting artists to interrogate, provoke, inspire and entertain audiences through new writing and reinvigorated classics.

While the Almeida is rooted in Islington, many productions continue beyond the walls of the theatre – either through West End or Broadway transfers, national and international tours, or digital capture. In addition to the main repertoire, there is a wide-reaching participation programme, including a range of creative opportunities and training for young people, and projects working with our local Islington community.



**“THE MOST  
DARING AND  
EXCITING  
THEATRE IN  
LONDON”**

EVENING STANDARD

# WORKING WITH US



The Almeida is committed to being an inclusive and diverse organisation: representative of the community around us and a cultural home to all. We want everyone who works with us or visits us, to feel welcome and respected. And we want the imaginative work we present on stage to speak to the world we live in, with all its rich variety of voices and cultures.

This commitment to equality, and to a company culture which treats staff, freelance artists and audiences equally and fairly, goes beyond the Almeida. We are committed to upholding these values in the wider industry and to playing our part in creating a sustainable future for a more equitable theatre in this country. You can find out more about our Equality, Diversity and Inclusion Policy [here](#).

Everyone who works with us or visits us is expected to share in this belief and show it through behaviour towards others.

## STAFF BENEFITS

- Complimentary staff tickets to attend performances at the Almeida
- Staff discount in the Almeida bar and other local amenities
- Development programmes via e-learning platform, specialist in-person training and training opportunities
- Invites to company lunches and regular social activities
- Access to interest-free season ticket loan and cycle to work scheme
- Access to mental health and wellbeing advisors providing workplace counselling and support
- Eye test vouchers



# SUSTAINABILITY

**The Almeida Theatre is committed to reducing carbon emissions and minimising its environmental impact to support the Creative Green commitment to keep global temperatures below two degrees of warming.**

Our productions aim to follow the Theatre Green Book Baseline Standard Guidelines, striving to ensure 50% of all materials used in the production have a previous life and 65% have a future life. The set for *A Moon for the Misbegotten* was built from 100% reclaimed timber, and second-hand items.

Over the past 10 years, we've cut our energy use by 9% annually, saving 146 tonnes of CO<sub>2</sub>e each year – equivalent to driving 876,000 km in a diesel car or taking 146 economy flights from Paris to New York.

This comes as a result of an investment of more than £700k in capital improvements, including the installation of LED lights, upgraded boilers at the theatre, air handling units in our offices, decommissioning of gas boilers (saving 30 tonnes of Co<sub>2</sub> each year), and installation of new energy efficient windows and roofs.

Some of our future plans include installing solar panels in our offices, introducing LED lighting with motion sensors backstage and front of house, and enhancing the management of heating and cooling in the auditorium



# PARTICIPATION

**Our Participation projects give opportunities to people of all ages to create theatre with some of the most exciting artists working in the industry today. All of our Participation programme is offered entirely for free.**

## YOUNG ARTISTS

We run a number of programmes for Young Artists aged 14-25 – our Young Company for actors, as well as our Young Producers, and Young Designers and Technicians. Alongside every production, we also host Almeida For Free – an exciting festival for anyone aged 25 and under which gives young people the chance to see our productions for free and take part in a variety of masterclasses, workshops and panel discussions.

## SCHOOLS

Our new programme, Almeida Every Child, will engage with every Year 5, 7, 8 and 9 pupil studying in the borough across the next academic year. Our Schools offer is completely free to access and dedicated to local Islington schools.

## COMMUNITY

This year we present 1000 (Millennia) the final instalment of our Islington Trilogy community productions, celebrating Islington and featuring participants from our local community. 1000 (Millennia) will journey deep into our borough's history and reach far into our future to construct an imaginative, mythic Islington.



**“THE ALMEIDA  
PRODUCES HIT  
AFTER  
UNSTOPPABLE HIT”**

THE I



# **JOB DESCRIPTION: 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.

## **KEY RESPONSIBILITIES**

- Provide excellent and proactive customer service to all visitors.
- Assist in ensuring the safety and wellbeing of all members of the public and staff.
- 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.
- Abide by and enforce appropriate licensing regulations.
- Deal effectively with customer problems and enquiries.
- Ensure appropriate accessibility measures are delivered at the point of need.
- Provide visitors with accurate information about the theatre and its productions as appropriate.
- Be pro-active in ensuring the maximum profitability of Front of House sales.
- Ensure all cash and equipment is kept safe and to accurately account for cash takings.
- Ensure public areas are well presented.
- Adhere to all staff rules and regulations.
- Attend all briefings, drills, meetings and regular training as required by management.
- Provide a welcoming atmosphere and project a professional, approachable, and highly presentable image at all times.
- Support all aspects of the work of the Almeida and complete any other delegated duty that helps the Almeida achieve its business objectives.

**Reports to: Front of House Manager**

# JOB DESCRIPTION: FRONT OF HOUSE ASSISTANT

## EQUALITY

We want to create and sustain a productive, diverse and inclusive working environment. We ask everyone who works with us to champion this ambition and embed it in their day to day work being at the heart of our Equality Policy. It is monitored through our annual Equality Action Plan.

## SUSTAINABILITY

We aim to be an environmentally sustainable organisation, and ask that our all our teams work to support this. In doing so we are seeking to promote efficient and sustainable practices that create minimal impact. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

## PERSON SPECIFICATION

### 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 practice.



# **JOB DESCRIPTION: FRONT OF HOUSE ASSISTANT**

## **RENUMERATION AND HOURS**

This is a casual position and the post holder will be on a zero hour's contract

- Hourly rate £14.80 Minimum 3.5 hour call
- Double-time: applicable on Sundays, Bank Holidays or after midnight
- Hours: shift system between 10.00am and 9.30pm, Monday to Saturday, with occasional Sundays and bank holidays, as required
- Holiday pay: the equivalent to 25 days per annum pro rata
- Probationary period: three months
- Notice period: one month
- Location: The position is based mainly at the Almeida Theatre, Almeida Street, London N1 1TA, sometimes at the Almeida Administration offices on 108 Upper Street, N1 1QN or you may be asked to work from home on certain dates.



# ALMEIDA THEATRE

**APPLY NOW**

Submit your application by 22<sup>nd</sup> of June at 12PM via [Application Form](#)  
Any questions at all, please contact [generalmanagement@almeida.co.uk](mailto:generalmanagement@almeida.co.uk)

