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**Job Title:** Front of House Assistant (Bar Operations)

**Reports to:** *Theatre Manager, Front of House Managers*

**Key Relationships:** *Casual Staff, Suppliers, Visiting Companies, Customers*

**Purpose:** To support the Theatre Manager and Front of House Managers in delivering outstanding customer experiences to our visiting companies and theatre patrons.

### **Job Context**

Southwark Playhouse exists to be a platform for new and emerging theatre companies and practitioners to showcase their work in London.

In doing so it presents a varied programme of theatre from new writing to reimagined revivals in uniquely flexible and dynamic theatre spaces.

It also exists to engage its local community by offering a range of drama related activities that promote learning and social cohesion.

Over the next few years Southwark Playhouse will be initiating a capital campaign and relocating to a new purpose built venue which will expand the scope of the theatre's operations.

### **Key Responsibilities**

- To present the Playhouse as welcoming, accessible and friendly to existing and potential customers, maintaining the highest level of customer care.
- To be responsible for the successful delivery of a first class sales and customer service.
- To efficiently operate the theatre's bar and floor areas, including pre and post show, during intervals and at events.
- To be a point of information about the Playhouse and all its activities, promoting the building to the widest possible audience.
- To handle cash etc. and account for all monies taken.
- To deal effectively with customer problems and enquiries.
- To be proactive in bar and merchandise sales to ensure maximum profitability.
- To be knowledgeable of the bar's services, such as food and drink menus.
- To abide by and enforce appropriate licensing regulations.
- To adhere to and assist with stock control procedures.
- To ensure that basic daily cleaning duties are carried out and to assist with other weekly responsibilities.
- To attend all training sessions.
- To adhere to all fire, health and safety procedures to minimise the risk of injury and accidents.

### **Person Specification**

#### **Essential skills, attributes and experience:**

- Good communicator, able to offer a consistently high standard of customer care.
- Enthusiastic team worker with excellent interpersonal skills.
- Ability to use your initiative and prioritise tasks.
- Ability to work well under pressure.
- The ability to work evenings and weekends.

## **Recruitment Information and Terms and Conditions**

### **Key Terms of Employment:**

This is a **zero-hour causal** contract, subject to a **one month** probationary period. After the probationary period, the notice period is **two weeks**.

- Salary: **£8.21** per hour you will be paid monthly on 28<sup>th</sup> of the month by BACS. If this date falls on a weekend or public holiday, the salary is paid on the last working day before the 28th.
- Hours of Employment: hours are assigned on a fortnightly rota with shifts available Mon-Sat (and occasional Sundays). A standard shift is 5.5 - 6 hours.
- Holiday Entitlement of 5.6 weeks (equivalent to 12.07 per cent of hours worked). Holiday is paid on a monthly basis accumulatively according to hours worked.

### **Staff benefits include:**

- Pension Scheme
- Complimentary tickets for Southwark Playhouse productions
- Staff discount at the Southwark Playhouse bar/cafe

### **To Apply**

[Click here to complete the Employment Application Form](#)

**Closing date for applications:** Thursday 20 June 2019 at 12noon

**Interviews will be held at Southwark Playhouse on:** Weds 26 June 2019

Southwark Playhouse is committed to being an Equal Opportunities Employer. Southwark Playhouse Theatre Company is a registered charity no 1042870.