



Soho Theatre is London's most vibrant venue for new theatre, comedy and cabaret. We occupy a unique and vital place in the British cultural landscape. Our mission is to produce new work, discover and nurture new writers and artists, and target and develop new audiences.

We work with artists in a variety of ways, from full producing of new plays, to co-producing new work, working with associate artists and presenting the best new emerging theatre companies that we can find. We have numerous artists on attachment and under commission, including Soho Six and a thriving Young Company of writers and comedy groups. We read and see hundreds of scripts and shows a year.

Bang in the creative heart of London, our home is one of the country's busiest venues with a year-round festival programme of theatre, comedy and cabaret, and a buzzing bar. By day we're a hive of writing, workshops, showcases, meetings and events and by night we're stage to an average of six shows and a throng of audiences and artists seeing the work and having a great time.

We have over 2,000 performances a year here: Soho Theatre Upstairs is home to intimate, surprising and adventurous work; Soho Theatre Downstairs is our New York meets Berlin comedy and cabaret space; and, Soho Theatre is our stage for powerful new theatre, opera, musical, dance and comedy. Soho Theatre Bar is open from 10am, Monday to Saturday.

*'the place was buzzing, and there were queues all over the building as audiences waited to go into one or other of the venue's spaces.... young, exuberant and clearly anticipating a good time.'* Guardian

## **THE FRONT OF HOUSE USHER**

Soho Theatre's Front-of-House department works alongside the Box Office and Bar to provide excellent, assured standards of service to all customers and visitors day & night, for hires, events and up to nine performances each evening, by providing them with an exceptionally friendly and informed welcome, and supporting audiences in their enjoyment of visiting Soho Theatre and Bar.



## **JOB DESCRIPTION**

Job Title:	FRONT OF HOUSE USHER
Responsible to:	Operations Manager Customer Manager; Duty Manager; Venue Managers
Purpose of Job:	Acting as the public face of Soho Theatre, welcoming the public, checking tickets and selling merchandise while delivering consistently excellent standards of service to our customers and to provide for the comfort and safety of all visitors to the building, in accordance with Soho Theatre's Customer Service policy.

## **DUTIES**

### **CUSTOMER SERVICE** (in accordance with the Customer Service Policy)

- Welcome customers in a polite and enthusiastic manner.
- Support the Customer and Venue Managers in the management of audiences, queues, ticket-tearing and supervision and management of audiences during performances and the public during hires.
- Ensure Front of House areas are kept tidy and presentable, including toilet areas.
- Address any customer queries and complaints in a proactive manner.
- Respond to any Access needs of our customers.

### **SECURITY AND HEALTH AND SAFETY**

- Take reasonable responsibility for the health and safety of yourself and others in line with the Company's Health & Safety Policy, including counter-terrorism procedures.
- Be fully conversant with the Theatre's emergency and evacuation procedures and assist with all evacuations of the building.
- Be responsible for your working environment and report anything unusual, suspicious or unsafe to the Customer Manager or Duty Technician.
- Ensure the conditions of the Theatre's Premises Licence are met.

### **MERCHANDISE**

- Sell merchandise and/or refreshments as necessary for shows and events.
- Check and maintain stock levels of merchandise.



- Check float and cash-up takings to ensure correct money handling & reconciliation, completing merchandise tally sheets when required.
- Ensure all stock and publicity material is well presented, and proactively sold to audiences.

## **GENERAL**

- Actively promote all shows and products and remain up-to-date on the Theatre's facilities, services and programme.
- Attend Frontline Team Meetings, and any other training required, as scheduled by the Operations Manager.
- Help to maintain a good working relationship with the Soho Theatre Bar Staff, Soho Box Office and Production departments, in addition to supporting and welcoming artists as applicable.
- Undertake any other duties that may reasonably be required by the Operations Manager, Customer Manager, Duty Manager or Venue Managers.

This is a guide to the nature of the work required of the FOH Usher. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.



## **PERSON SPECIFICATION**

### **Experience**

- Previous experience of working with the general public in a theatre environment is essential.
- Previous experience of working in a multi-venue festival environment is desirable.
- Experience and knowledge of Soho Theatre is an advantage.

### **Skills**

- Excellent customer service skills.
- Excellent communication and interpersonal skills.
- Ability to multi-task and prioritise during busy times.
- Ability to remain cheerful under multiple demands.
- Attention to detail & thoroughness in undertaking tasks.
- Confident handling cash.
- Excellent time-keeping skills.
- Reliability and flexibility.

### **Qualities**

- Able to deal calmly and efficiently with the general public.
- Confidence and politeness.
- A mature, professional attitude towards work.
- Cheerful, adaptable and able to remain calm under pressure.
- Able to demonstrate initiative.
- An excellent team player.



## **TERMS AND CONDITIONS**

### **Equal Opportunities**

Soho Theatre Company aims to be an equal opportunities employer. All staff members are required to adhere to Soho Theatre's Equal Opportunities Statement of Policy, a copy of which will be given to successful candidates.

### **Terms of Employment**

This is a zero-hour contract, subject to a 6 month probationary period.

### **Salary**

£8.00 - £8.20 per hour; overtime is payable as applicable.

### **Holiday entitlement**

Holiday pay is accrued annually with service, and is paid as the equivalent of 4 weeks holiday per financial year.

### **Hours**

Hours are as scheduled by the Operations Manager, Monday – Sunday on a weekly rota basis. The majority of shifts are in the evening and will include weekends and some late shift finishes up to 1am. Some daytime availability is also required for matinees and hires; a minimum shift is 3½ hours.

### **Uniform**

Front of House staff are required to wear a uniform as provided by the Company, and to otherwise provide their own smart black workwear.

### **Staff benefits include**

- Complimentary tickets for most Soho Theatre productions (subject to availability).
- Drinks discount and membership at Soho Theatre Bar.

Correct as of July 2017.