

THE MARLOWE

Job Description

| POST DETAILS | |
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| Organisation | The Marlowe Trust |
| Job title | Front of House Assistant |
| Reports to | Deputy Front of House Manager |
| Grade | O |

JOB PURPOSE

To provide an excellent customer experience for all patrons of The Marlowe Theatre.

PRINCIPAL ACCOUNTABILITIES

1. To work in a customer facing service role as part of a team, to fulfil the needs of the audience and other users of the Marlowe Theatre.
2. To work for and/or support the Front of House and Green Room teams as required in the course of each shift, promoting all of the theatre's services in the course of interacting with the theatre's customers.
3. To comply with Marlowe policies and procedures set out for Front of House ushers, bar staff, wait staff, and event staff as required in the course of each shift, delivering set service standards consistently to ensure an excellent customer experience.
4. To follow procedures in the handling of all financial transactions.
5. To thoroughly understand and play an active role in the theatre's fire and emergency plans.
6. To be pro-active and sympathetic in dealing with all customer comments and to refer these to the relevant team manager as necessary.
7. To drive your own career and skills development, making the most of the opportunities made available to you.
8. To work in a safe and legal way to comply with regulatory and legislative requirements.
9. To live and represent the Marlowe's values.

| REQUIRED ATTRIBUTES | |
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| Required Qualities | <p>The Marlowe's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do.</p> <p>We actively seek to represent the diversity of our society</p> <p>In order to live our values, our Front of House Assistant should be:</p> <ul style="list-style-type: none"> • A customer-focused people person with great interpersonal skills • A great communicator • A collaborative and proactive team player |
| Knowledge | <ul style="list-style-type: none"> • Basic knowledge of the theatre industry • Basic knowledge of principles of customer service |
| Skills | <ul style="list-style-type: none"> • Basic numeracy skills • Basic written and verbal communication skills • Basic problem solving skills • Good team players |
| Experience | <ul style="list-style-type: none"> • Previous experience in the areas of front of house, bar or catering work desirable |
| Qualifications | <ul style="list-style-type: none"> • We value education and GCSE's in Maths and English at Grade 4 or above are desirable for this role. We will, however, consider applications from suitably skilled and experienced candidates without a qualification. • BIIAB Level 1 Award in Responsible Alcohol Retailing (training can be provided) • First Aid at Work (training will be provided) • Level 2 Food Safety (training will be provided) |

| JOB DIMENSIONS | |
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| Annual budgetary amounts | |
| Number of staff reporting to the job holder | <p>Direct Reports – 0</p> <p>Indirect Reports - 0</p> |
| Any other relevant statistics/information | Must be well presented and willing to work evenings and weekends |

| WORKING ENVIRONMENT |
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| <p>The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.</p> <p>The Marlowe's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend</p> |

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| working. |
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| ORGANISATION CHART |
| See attached |

June 2023