

THE MARLOWE

Job Description

POST DETAILS

Organisation	The Marlowe Trust
Job title	Green Room Assistant
Reports to	Green Room Manager
Grade	O

JOB PURPOSE

To provide an excellent customer experience for all patrons of The Marlowe Theatre Green Room Café and hospitality functions

PRINCIPAL ACCOUNTABILITIES

1. To work under the direction of the Green Room Manager and Supervisors as part of a team, to fulfil the needs of the users of the Marlowe Theatre Green Room Café and guests of hospitality functions
2. To work for and support the Green Room and Front of House teams as required during each shift, promoting all of the theatre's services while interacting with the theatre's customers.
3. To comply with Marlowe policies and procedures set out for Green Room barista and wait staff, bar 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 plan.
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

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 Green Room Assistant should be:</p> <ul style="list-style-type: none"> • A customer-focused people person with great interpersonal skills • Calm, resilient and able to work consistently to a high standard in a fast-paced environment • A collaborative and proactive team player
Knowledge	<ul style="list-style-type: none"> • Basic knowledge of the hospitality, restaurant and events industry • Basic knowledge of principles of customer service • Basic knowledge of Health and Safety
Skills	<ul style="list-style-type: none"> • Basic customer service and customer management skills • Basic waiting skills • Basic numeracy skills • Basic written and verbal communication skills • Basic problem solving skills • Good team player
Experience	<ul style="list-style-type: none"> • Previous experience in catering or hospitality desirable
Qualifications	<p>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.</p> <p>The following qualifications can all be provided by the Marlowe</p> <ul style="list-style-type: none"> • Level 2 Food Safety • Food Allergy Awareness course • Working in a Licensed Premise • First Aid in the workplace

JOB DIMENSIONS	
Annual budgetary amounts	N/A
Number of staff reporting to the job holder	N/A
Any other relevant statistics/information	Must be well presented and willing to work evenings and weekends

WORKING ENVIRONMENT
This post requires regular evening and weekend working.

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 working.

ORGANISATION CHART

See attached

February 2024