

Job Summary

WELCOME TEAM

Responsible to: Welcome Team Manager & Front of House Manager

Salary: £24,480

Hours: Full time – 40 hours per week over 5 days across Monday to Saturday, although up to 48 hours may be worked dependent upon the needs of the theatre. This role will include regular evening and weekend work. No overtime payable with the exception of Sundays and Public holidays or hours worked before 8am or after midnight which will be paid at double time.

Contract: 18 months, fixed-term

Holiday: 25 days per annum rising by one day per full financial year served up to a maximum of 30 days

Probationary period: 4 months

Notice period: 2 months

Disclosure: Because of the responsibility for young people as audience members this post will be subject to an application for disclosure of criminal records.

Key Objective:

This is a multi-skilled front-line role that requires a deep understanding of the Young Vic and our work, it includes sales and data management, looking after the health, safety and welfare of staff, visitors and audiences and delivering excellent customer service, duty managing, internal and external communication and ensuring that the theatre is always welcoming and looks its best.

Tasks and Responsibilities

Welcoming Visitors

- Provide a friendly and efficient welcome for all who visit, contact or work at the Young Vic and have a good understanding of the Young Vic's artistic programme and daily operations in order to provide assistance and information.
- Be the first point of contact for all visitors and audience members both on the phone and in person.

- Work to maintain very high standards of appearance of the building at all times by carrying out daily checks, undertaking immediate house-keeping such as replacing posters or photographs, cleaning up rubbish and reporting more significant issues to be fixed to the Theatre Manager.
- Effectively and efficiently deal with customer problems and complaints.

Duty Management

- Regularly act as Duty Manager for the Young Vic taking responsibility for supervising the building operation during the day and into the evening. This will include acting as Duty Manager for the Young Vic shows and taking responsibility for the front of house team during such performances, ensuring that the audience and each production are well looked after and that all the buildings operations run smoothly.
- Be responsible for the safety of public and staff at all times.
- Supervise and motivate a team of ushers and fire officer while on duty.
- Get to know and work closely with the Stage Management, Visiting Company and Production Team.

- Ensure that Theatre Health and Safety and Premises Licence Regulations are followed at all times.

Box Office and Ticket Sales

- Enable the marketing team to reach their sales targets for each production by selling tickets and supporting campaigns.
- Ensure effective, accurate and efficient sales of tickets and merchandise.
- Be confident in the use and administration of Tessitura ticketing system.
- Assist with the daily banking.
- Manage company holds.
- Liaise with external producers and their ticket requests.

Administration

- Ensure that calls to the Theatre's Administration phone are answered promptly and that callers' requests/queries are dealt with efficiently and effectively.
- Report any building issues to a member of the management team and take any immediate action as necessary.
- Ensure that all public areas and spaces of the theatre are always presented at their very best

- and take personal action to maintain these standards whenever necessary.
- Order stationary, check incoming stock and ensure proper distribution.
 - Assist the Theatre Manager with maintenance contractors, for example reporting and organising maintenance of faulty machinery.
 - Monitor and manage stock such as programmes and ice creams for Front of House and Box Office.
 - Create and maintain daily reports for box office and Front of House.
 - Assist the Press and Marketing department with paper cuttings and posters.
 - Put up posters for productions and ensure that these are replaced as needed.
 - Co-ordinate the daily post collection.

General

- Participate in departmental and company meetings.
- Keep up to date with all Young Vic Policies and Procedures.
- Attend all Young Vic productions in the dress rehearsal or first preview.
- Ensure that all public areas and the sales area in particular, are kept clean, presentable and safe at all times.

- To actively participate in and support the work experience programme of the Young Vic.
- To be an active and supportive member of the Young Vic staff team.
- Carry out any other duties that may arise to fulfil the main objectives of the post and the aims of the Young Vic.

Person Specification

WELCOME TEAM

Essential

- The ability and willingness to work with members of the public from a range of backgrounds with sensitivity and respect.
- Excellent written & verbal communication skills; a good standard of spoken English.
- A confident and positive approach to customer service and sales.
- Good degree of numeracy, particularly cash handling experience.
- Computer literate.
- Experience of dealing with members of the public in a customer-focussed environment.
- Ability to work well within a small, dedicated team.
- Excellent organisational and administrative skills.
- Good time-management.
- Creative thinking, initiative, problem solving.

Desirable

- Previous experience in a theatre Box Office.
- An interest in the performing arts, especially theatre.

- Experience working in a front of house department of a mid-scale theatre.
- Experience of working with Tessitura or a computerised box office system.
- First aid trained.
- Previous experience in a producing theatre company.
- Experience of facilities management and maintenance.