

Job Summary

Usher

Responsible to:	Front of House Manager, Head Usher or Duty Manager
Pay:	£13.85 per hour
Hours:	Minimum call 3.5 hours and any hours worked over this will be paid in 15 minute increments. Double time payments will be made on the basis of Public & Bank Holidays or Sunday working
Holiday Pay:	Holiday entitlement is accrued at a rate of 5.6 weeks at full time hours over 52 working weeks. Any holiday you accrue during each quarter (March, June, September, December) will be paid in the following month's payslip. The rate of holiday pay is calculated on your average pay for the last 52 weeks that you have worked for us – if you have not worked for the 52 consecutive weeks, then we must look back up to 104 weeks to arrive at this calculation.

Key Objectives:

- To provide a friendly and welcoming environment for our audience and to ensure their safety and comfort throughout their visit.
- To ensure the Young Vic provides an anti-racist environment for both staff and visitors through inclusive practices.

Ushers may be able to progress to a Head Usher role take on additional responsibility within the role of **Head Usher (£14.65 per hour)**. These roles will be recruited for internally.

Some of the responsibilities involved in these roles are:

Head Usher Responsibilities

- Key contact for ushers on shift
- Assisting the Duty Manager and or FOH Manager with Show Reports and nightly figures including: total audience attendance, feedback and any operational or logistical issues

Job Description

Usher

Tasks & Responsibilities:

- To arrive in good time to commence your shift and report to the Duty Manager for each show briefing
- Come to work dressed in your uniform fleece, t-shirt and lanyard otherwise come dressed as yourself in a way that is safe and practical for moving around.
- To ensure that the foyer, public areas and theatre spaces are kept clean, tidy and presentable at all times.
- To pick up any rubbish during intervals and following performances and complete toilet checks (Covid-safe PPE will be provided if required)
- To act as a representative and ambassador of the Young Vic at all times.

Service and Sales

- To provide the highest level of customer and audience care and service at all times whilst a member of the Young Vic staff team.
- To welcome audience members to the theatre, check their tickets and help seat them within the theatre spaces.
- To be familiar with the access requirements of audience members and to provide assistance as required.
- To sell any show merchandise available, such as programmes, scripts, ice creams, etc.
- To be familiar with and uphold the Young Vic Code of Conduct for Safeguarding Children and Vulnerable Adults.
- To be familiar with and uphold the Young Vic's Equality, Diversity and Inclusion, Dignity at Work Policy and Health and Safety policy.
- Create an environment where all staff, artists and visitors are respected and to ensure anti-racism and inclusion is rooted in the day-to-day work of the theatre, its core vision and objectives.

Health and Safety

- To be familiar with evacuation and emergency procedures and assist with evacuations as required.
- To ensure your own health and safety and that of all others within the building at all times.
- To be familiar with and uphold health and safety rules which affect the conditions of the Young Vic's license.

General Duties

- To attend department meetings and training sessions, as required.
- To undertake any other reasonable duties as required by the Young Vic.
- To be an active and supportive member of the Young Vic staff team.

Person Specification

Usher

Essential Skills

These are skills that are required for the job:

- The ability to work with members of the public from a range of backgrounds.
- Excellent verbal communication skills.
- A confident and positive approach to customer service.
- Ability to work well within a small, dedicated team.
- Reliability and flexibility in a professional environment.
- Over 18 years of age.
- Experience of working with the public.

Desirable

These are skills that are not required but would be useful for the role:

- Experience in a customer service role.
- An interest in the performing arts.
- Experience with cash handling and payment transactions.
- Experience working in the front of house department of a busy venue.
- First aid trained.
- An interest in the Young Vic theatre.