

## Front of House Assistant

### Role Summary

We are looking for enthusiastic, committed and reliable individuals to work as Front of House (FOH) assistants on our FOH team. FOH Assistants welcome customers into the building, direct them to where they need to go, and take responsibility for their safety while they're with us. FOH Assistants move around a variety of roles: auditorium doors, foyer welcome, access assistance and event staff.

We are interested in meeting people with transferrable skills and experiences from different roles, including voluntary experience. Full training will be given in customer service, effective sales, security, access and evacuation procedures.

**Responsible to:** Front of House Manager, Deputy Manager (FOH and Box Office), Performance Managers

**Working with:** Box Office Team

### Main Duties and Responsibilities

#### Customer service

- To welcome customers from a wide range of ages and backgrounds with warmth and enthusiasm.
- To direct people accurately around the building, and give them accurate information about performances and events.
- To perform the duties required for different positions front of house, including scanning tickets, assisting school groups when they arrive at the theatre, helping audiences find their seats, selling merchandise and refreshments, and other tasks as required on shift.
- To undertake training in customer service, to be able to support audiences during performances, events and external hires of the building.
- To undertake training in effective sales techniques for refreshments and other merchandise.
- To support the sustainable aims of the theatre by giving customers accurate information about the various recycling streams available front of house.

#### Customer safety

- To be aware of and to uphold all health and safety and security policies at all times, reporting any concerns to the Performance Manager.
- To keep Front of House areas clean and tidy.
- To assist the Performance Manager and support audiences to follow all Health & Safety procedures in the event of an emergency.
- To undertake training in our fire evacuation, first aid, safeguarding, and other emergency procedures, as required.

#### Access

- To undertake training in how to assist customers with different access requirements.
- To assist with the delivery of Access performances.
- To be able to demonstrate how to use headsets for audio description, for visually impaired customers, and use other specialist equipment. (Training will be provided)
- To guide visually impaired customers through Touch Tours involving the cast, set and props.

## Person Specification

### Essential

- A proactive and enthusiastic attitude, with a willingness to learn
- Ability to communicate effectively with a range of audiences, including children
- Reliable and punctual
- Good verbal communication skills, including the ability to understand and respond to instructions and briefings
- Calm and efficient under pressure
- Available for a minimum of three shifts a week between 6<sup>th</sup> October and 31<sup>st</sup> December 2024 (the theatre is closed on the Christmas Bank Holidays).
- Available for these team training shifts (paid training on-site at the Unicorn):
  - Thursday 12<sup>th</sup> September 10am-6pm (Exact timing TBC)
  - Wednesday 18<sup>th</sup> September 5pm – 9pm (Exact timing TBC)

### Desirable

- Previous experience as an usher, or a similar role in hospitality
- A keen interest in young people's theatre

## About the Unicorn

*We create new, inventive and enthralling performances for every stage of childhood. We believe in the imaginative power of theatre to transform young lives.*

We are the largest children's theatre in the UK, specialising in developing new devised and written shows alongside adaptations of classic texts, offering an innovative and inspiring year-round programme of sector-leading theatre for children.

Our purpose-built home at London Bridge (opened in 2005) is a creative and welcoming space designed with and for young people. Our building comprises two theatre spaces (Weston Theatre at around 290-seat capacity and Clore Theatre at around 90-seat capacity) plus two rehearsal spaces, along with backstage set, prop and costume facilities. We produce and present a thrilling and varied programme, exploring stories, ideas and themes that enrich and broaden children's view of the world. We welcome 65,000 families and schools every year, reaching thousands more via Unicorn Online.

Under new Artistic Director Rachel Bagshaw, together with Co-Executive Directors Bailey Lock and Helen Tovey, the Unicorn is building a community of creative children through our productions, digital experiences and engagement programme.

### Mission, Vision and Values

We believe that all children deserve to have access to the arts, regardless of their circumstances and our mission is to transform young lives through theatre by:

- Creating innovative and outstanding theatre for children aged up to 13 years.
- Supporting artists to make work with ambition, integrity and hope.
- Encouraging children to question and explore the world through stories; developing empathy, understanding and imagination.
- Collaborating with children in schools and communities to inform our practice, and inspiring children to fulfil their potential through creative projects with inventive theatre-makers.
- Extending our reach through online theatre experiences, national and international partnerships and subsidised tickets.
- Recognising that climate action is vital to protecting children's futures, and actively reducing our environmental impact on the planet.
- Believing in equality, diversity and inclusion; we take action to advocate for, and promote the rights of children.

The Unicorn Theatre is supported using public funding by Arts Council England.



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**ARTS COUNCIL  
ENGLAND**



## Terms and Conditions

**Salary:** £12.41 per hour.

**Contract:** This role is offered as a casual position, under a Casual Workers' Contract. Accrued holiday pay will be calculated weekly and included in your payslip.

- Minimum shift length 3.5 hours
- Shows and events run seven days a week, mostly mornings and afternoons, with some evening performances
- We ask you to give availability for a minimum of three shifts a week. As this is a casual position there is no guaranteed number of shifts per week
- Complimentary tickets for Unicorn shows
- Access to UK Theatre's mentoring scheme
- Use of available rooms at the Unicorn for personal projects where possible
- Auto-enrolment into the NEST pension scheme (if you qualify)

## How to Apply

To apply please email [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com) with the following:

- Your CV (no more than 2-pages)
- A covering letter telling us how you meet the Person Specification and why you are interested in this role at the Unicorn (up to 1 page / 500 words)
- Our Equal Opportunities Monitoring Form (tick boxes)
- Our Additional Information Form (tick boxes)

**Closing date for applications: 10am, Wednesday 21<sup>st</sup> August 2024**

**Group Interview:** Tuesday 3<sup>rd</sup> September

The group interview session is unpaid, and should last no longer than 2 hours. It will include a tour of the building, some group tasks, and a short one-to-one interview. We will let you know by Friday 30<sup>th</sup> August if you are invited to the group interview.

We are committed to being an equal opportunities employer and actively encourage people from a wide variety of backgrounds, experience and skills to join us and influence and develop our working practice. We particularly encourage applications from Black candidates, and candidates from diverse ethnic backgrounds, and those who self-identify as disabled.

All candidates who self-identify as disabled and who demonstrate that they meet the essential criteria will be invited for an interview, in line with the [Equality Act 2010](#).

If you need this information in an alternative format, please contact [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com) in the first instance.