

## Front of House Assistant

### Job Description

#### 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 2005) is a creative and welcoming space designed with and for young people. Our theatre comprises two theatre spaces (Weston Theatre at around 290 seat capacity, and Clore Theatre at around 90 seat capacity) plus two rehearsal spaces, and 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, subsidising around 30% of tickets to schools and community groups.

We believe that young people of all ages, perspectives and abilities have the right to experience exciting, entertaining and inspiring work - we want all children to experience our theatre and actively seek out children who wouldn't otherwise attend. We maintain a strong commitment to representing diversity in our audiences, as well as on our stages, and we prioritise accessibility and inclusion across our organisation.

Since the closure of our building we have innovated in new forms of digital theatre, and are proud to have been able to offer high quality, creative and award-winning online theatre experiences for free. Digital theatre is now a part of our future strategy and firmly embedded in our mission.

#### Our Mission, Vision and Values

- Creating innovative and outstanding theatre for children 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.

Our values are curiosity, respect and courage.

## **Structure of the Unicorn**

The Unicorn was founded in 1947 by Caryl Jenner, who took theatre around the country to children. Jenner's original aim was that: 'the best of theatre for children should be judged on the same high standards of writing, directing, acting and design as the best of adult theatre', a value which still holds very much true today. The Unicorn has become a vital institution, not only in children's theatre in the UK, but across Europe, and within the ecology of British theatre as a whole.

The Unicorn has recently undergone a period of extensive change, propelled by the current Covid-19 pandemic. Under a newly formed Executive team of Justin Audibert (Artistic Director) and Bailey Lock\* (Executive Director) since March 2020, and with the appointment of a new Chair of the Board of Trustees in March 2021, the Unicorn is emerging as a company with a renewed artistic focus and a vision to transform the lives of young people through theatre.

As part of this period of change we have undergone an organisation-wide process to review and refresh our vision and mission. Key areas of focus and change are: growing our community and schools programme and its impact; introducing a co-creational model that ensures our work remains relevant and wide ranging; re-focusing on a younger age range (children aged up to 13) to increase our impact; prioritising our engagement work across Southwark and neighbouring boroughs; broadening and increasing our reach through digital projects; and renewing our commitment, training and policies around anti-racism, equality, diversity and inclusion, and furthering our achievements in sustainability.

\*Helen Tovey, previously our Director of Marketing & Communications, is undertaking the role of Executive Director from May 2021 onwards whilst Bailey is on maternity leave.

## **Front of House Assistant**

### **Role Summary:**

We are looking for enthusiastic, committed and reliable individuals to work as members of our Front of House Department. You'll welcome customers into the building, direct them to where they need to go, and take responsibility for their safety while they're with us. Full training will be given in customer service, effective sales, security, access and evacuation procedures. You'll move around a variety of roles: auditorium doors, foyer welcome, access assistance and event staff.

**Reporting to:** Front of House Manager

**Working with:** Deputy Front of House Manager, Performance Managers, Box Office Team

**Responsible for:** Work experience placements and other volunteers, occasionally

### **Key responsibilities**

#### **Customer service**

- To welcome customers from a wide range of backgrounds with warmth and enthusiasm.

- To direct people accurately around the building, and give them accurate information about performances and events.
- You'll undertake training in tailored customer service, according to the type of event, from Galas to Relaxed Performances to industry conferences.
- You'll 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 the safety and security of customers and staff at all times, reporting any concerns to the Performance Manager.
- To keep Front of House areas clean and tidy.
- You'll undertake training in our emergency evacuation procedures.

### **Access**

- You will undertake training in how to assist customers with different access requirements.
- You'll assist with Relaxed Performances, specially adapted for young people on the autism spectrum.
- You'll be able to demonstrate how to use headsets for audio description (for visually impaired customers), and other specialist equipment.
- You'll lead visually impaired customers through Touch Tours involving the cast, set and props.

### **Person Specification**

#### **Essential**

- A great attitude and a willingness to learn
- Friendly and approachable
- 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 14 November and 31 December 2021 (the theatre is closed on the Christmas Bank Holidays).
- Available for these team training shifts (paid training on-site at the Unicorn):
  - Friday 15 October, 10am – 1.30pm
  - Tuesday 19 October, 2pm – 5.30pm
  - Wednesday 20 October, 5pm – 9pm

#### **Desirable**

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

**Salary:** £10 per hour.

**Contract:** This role is offered as a casual position, under a Casual Workers' Contract. You will accrue holiday pay, which you may take during any non-working period.

### Other:

- 3.5 hour minimum shift call
- 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)

### Application

To apply for this post, please send us a copy of your CV, and a completed Equal Opportunities Form (available to download on this webpage). Please also send us more information about why you would like to work in this role, and what qualities and experiences make you a good match for this work. This could be in one of two formats. Either:

- A covering letter, which you can email with your CV to [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com).

Or:

- A 2 minute video. If you would like to submit a video, please use WeTransfer (a site for sending large files – no login details required: <https://wetransfer.com/>) to send your video to us:
  - Save the video file as your full name.
  - Enter [jobs@unicorntheatre.com](mailto:jobs@unicorntheatre.com) as the recipient address (where it says 'Email to')
  - Write your full name again as the subject of the message (where it says 'Title').

The Stage Door Team will confirm safe receipt of your video, and your written documents, within one working day. If you'd like to speak to the team to check whether everything's been received safely, you're very welcome to call them on 0207 645 0500.

**Closing date for applications:** Midday, Friday 1 October 2021

**Group Interview:** Thursday 7 October, in person at the Unicorn.

The group interview session is unpaid, and would last no longer than 2 hours. We would ask everyone to submit a negative Lateral Flow Test result before joining us, and we will observe social distancing in large, well-ventilated spaces. It will include a tour of the building, a group task, and a short one-to-one interview. We would let you know by Tuesday 5 October if you were invited to the group interview.

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

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 identify as disabled and demonstrate that they meet the essential criteria will be invited for an interview, in line with the Equalities Act 2010.

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