

UPSTAIRS AT THE WESTERN

Role Profile: Front of House Assistant

Background

Upstairs at the Western is Leicester's first pub theatre. It is also the home of Off the Fence Theatre Company, a not-for-profit Community Interest Company.

There are four directors supported by a large team of volunteers in all aspects of the theatre's life.

Off the Fence programme brave, inspiring and engaging performances in two seasons throughout the year (Spring and Autumn). Performances include theatre, comedy, spoken word and musical events and the venue is also available to hire by groups wishing to either rehearse or perform in the space.

As a volunteer-led organisation, *Upstairs at the Western* is looking to recruit volunteers with the enthusiasm and skills to help achieve its ambitions, particularly by providing an excellent audience experience, establishing itself as hub of creativity in the community and increasing audience numbers to form a loyal customer base.

This is a great opportunity to gain valuable experience understanding how an arts venue operates, helping a community company to grow and networking with many different organisations and individuals.

The Role

The Front of House Assistant role is all about giving visitors to Upstairs at the Western a friendly welcome and excellent customer service. Reporting to the Front of House Supervisor the role involves primarily helping audience members purchase tickets for shows, answering their queries and making their visit to the venue a pleasure. The role also involves ushering duties and helping tidy the venue after the performance.

This role is ideal for anyone who loves dealing with people, is a team player, is enthusiastic about theatre and is calm, reliable and punctual.

As Front of House Assistant you get to see the show you are working for free as well as supporting the arts in the community.

This is a key role in ensuring the success of the venue. Full training will be given prior to commencing the role and the time commitment requires arrival at the venue no later than 30 minutes before the performance begins and up to 30 minutes after the end of the performance. There are also occasional meetings before the season begins.

List of key responsibilities:

- Enhance visitor experience by providing an informed and courteous point of contact for all visitors
- Ensure the smooth transaction of ticket sales, exchange receipts and emails for tickets and sell tickets for cash – ensure accurate tally is kept
- Working with the Duty Manager and Front of House Supervisor to collate audience and box office statistics for the purposes of external and internal reporting
- To be responsible for the safe keeping of individual floats and keys, until handing over to the Duty Manager at the end of the shift
- Hand out flyers and questionnaires as audience exit
- Encourage completion of feedback questionnaires and collect completed questionnaires
- Monitor the public entering the box office/theatre and notify the Duty Manager immediately of any incident or situation which may lead to a breakdown of safety or security
- Notify the Duty Manager or Directors immediately of any visitor complaint regarding services or facilities
- Tidy auditorium, return glasses, prepare seating for next show
- To understand the ethos of the venue and to be familiar with all performances for the season
- To attend and contribute to training or meetings as required
- To carry out any further duties as reasonably requested by the management team

Dress Code: please wear smart but comfortable clothing. As the name suggests, Upstairs at the Western is located upstairs and every performance involves many trips up and down stairs!

For more information please contact

Veruty Bartesch, Producer
vb@off-the-fence.com

www.upstairsatthewestern.com

@UpstairsWestern