
Job Description

Job Title:	Front of House Team – Usher, and Bar Service Team
Hours:	Minimum 4 shows per week (roughly 14 hours) (availability on weekend is a must)
Salary Band:	£26,353.60 per annum pro rata 12.67 per hour
Reports to:	FOH Manager

Application Information:

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to Careers@theotherpalace.co.uk. Please include your current notice period (if any) and when you would be available to start.

The deadline for applications is 5pm on Sunday 1st December.

Please note interviews will be ongoing W/C 18th November 2024, we are looking for candidates to start as soon as possible and available during the busy Christmas period.. If you have any questions or would like more information about the role, please contact Halima above.

Main Purpose

The Other Palace is looking for a motivated and enthusiastic FOH and team member to assist with ensuring the enjoyment and safety of our visitors, with great customer service whilst also maintaining a focus on health & safety procedures of the bar/kitchen and FOH areas. The key elements of the role include:

- Welcoming visitors to the venue and assisting them in finding the nearest bar, toilet, or their seats.
- Adhering to all cash handling procedures for ancillary sales.
- To ensure the smooth delivery of private hires, conferences, and private hire / event activities under the instruction of the Duty Manager
- To always ensure first-class customer service, committing fully to consistent service standards.
- Ensuring all health and safety standards are met and all in-house procedures are followed.
- To always ensure first-class customer service, committing fully to consistent service standards. (For daily service, private hires, conferences, and private hire/event activities under the instruction of the Manager).
- To ensure our licensing laws are meticulously followed at all times.

General Information

The Other Palace is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK.

The Other Palace is a lively, friendly, and inventive venue in London Victoria, featuring a 312-seat main theatre and a 120-seat studio theatre as well as a bar and restaurant. The venue is a place where the next generation of theatre-makers are encouraged, supported, and celebrated. In October 2021 The Other Palace was acquired by Bill Kenwright Ltd. The venue both produces its own productions as well as hosting and supporting new writing, new musicals, workshops, and engagement activities.

Responsibilities Include:

1. Welcoming audience members to the Venue, be approachable and friendly, a true ambassador for TOP

2. To direct audience members to the nearest bar, toilets or to their seats.
3. To ensure the FOH areas are tidy and presentable for when the house/bar/kitchen opens and ready to be re-opened for the next show and any perishable stock is stored and/or disposed of correctly.
4. To ensure Areas of responsibility are stocked, for example disposable cups and bin bags at Usher stations etc.
5. To maximize sales within the venue upselling and making customers aware of any running promotions.
6. To ensure audience queries and complaints are dealt with as soon as possible.
7. To ensure any issues are reported coherently to the Duty Manager in a timely manner.
8. To assist audience members with any issues including accessibility.
9. Actively participate in creating a culture of pride in the workplace by always ensuring clean and well-presented public and office spaces within the building.
10. To ensure areas of responsibility remain clean and tidy and free from obstruction, especially but not limited to fire evacuation routes.
11. To assist the Duty Manager in event of evacuation or lockdown, being responsible for your own area of the building.
12. To ensure restricted items are not allowed into the auditorium, for example glass.
13. Report any wastage to management/supervisor.
14. To consistently follow all banking, stock management and cash handling procedures.
15. Ensure allergen information is accurate and available at all times.
16. Ensuring the Safe Working and health and safety procedures are always followed, and forms are accurately completed and correctly maintained (inclusive of but not limited to evacuations and invacuations).
17. To ensure all hazards and maintenance issues are identified and reported to management/supervisor.
18. To ensure all hygiene and maintenance tasks are completed and recorded in a timely manner.
19. Ensuring the UK licensing law and challenge 25 criteria are being met, and any issues and refusal of service are logged and reported.

Personal Development:

20. Ensure personal mandatory training is up to date
21. With the help of the Front of House Manager, review own work against the requirements for the role and identify any development areas

PERSON SPECIFICATION

Position Title:	FOH Team USHER/BAR	Date Prepared:	12/11/2024
------------------------	---------------------------	-----------------------	-------------------

Department:	Operations / FOH		
--------------------	-------------------------	--	--

AF= Application Form		I = Interview		T= Test	
	REQUIREMENTS	Essential	Desirable	Assessed	
1.	EXPERIENCE AND KNOWLEDGE				
1.1	Experience of working in a bar / restaurant or café environment		✓	AF/I	
1.2	Experience of working within a theatre / performing arts environment.		✓	AF/I	
1.3	Clear understanding of basic Food & Beverage Hygiene and Safe Methods.		✓		
1.4	Proven, accurate cash handling experience		✓	AF/I	
1.5	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.	✓		AF/T/I	
1.6	Willingness to work evenings, weekends and public holidays as required.	✓		AF/I	
1.7	The ability to multitask in a busy environment	✓		AF/I	
2.	COMPETENCIES				
	WORKING WITH PEOPLE				
2.2	a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		AF/T/I	
	RELATING AND NETWORKING				
2.3	a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict a) e. Uses humour appropriately to enhance relationships with others	✓		AF/I/T	
	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS				
2.4	a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way a) e. Consistently achieves project goals	✓		AF/I	
	ADAPTING AND RESPONDING TO CHANGE				
2.5	a. Adapts to changing circumstances b. Accepts new ideas and change initiatives c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences e. Deals with ambiguity, making positive use of the opportunities it a) presents	✓		AF/I	
3	EDUCATION AND TRAINING				
3.1	A minimum of 5 GCSE grade A*-C passes, including in English and Maths	✓		AF	

3.2	Further level education in Catering, Hospitality, F&B		✓	AF
3.3	Fire Marshal Trained		✓	AF
3.4	First Aid at Work qualification		✓	AF
3.5	Personal License Holder, or willingness to gain and hold a Personal License		✓	AF
3.6	Level 3 Food and Hygiene Certificate		✓	AF
3.7	Formal Food Allergen Awareness Certificate		✓	AF

To apply please send your up-to-date CV and a cover letter outlining why you are suitable for the role by email to Careers@theotherpalace.co.uk Please include your current notice period (if any) and when you would be available to start.