**University of Essex**

**FURTHER PARTICULARS**

**Arts Office**

**Job Title:** Front of House Assistant

**Department/Section:** Lakeside Theatre, Communications and External Relations section.

**Responsible to:** Theatre Manager

**Reports on a day-to-day basis:** Theatre Manager and Duty Manager

**Purpose of Job**

The Front of House Assistant will work as part of the Arts Office team. You will assist with the delivery of excellent customer service to all our visiting companies, members of the public and student visitors to the Lakeside Theatre. The position will provide valuable experience working in a customer focussed environment and performance venue management.

Subject to the completion of a satisfactory probationary period, the Front of House Assistant will be appointed to mainly work term-time, but will sometimes be asked to work out of term time during University holidays. The Front of House Assistant will work according to the requirements of the performance schedule, which will involve working unsociable hours.

**Duties of the Post**

These duties are a guide to the work that the Front of House Assistant may initially be required to undertake.

* Acting as first point of contact for visitors to the Lakeside Theatre.
* Developing a good working relationship with visiting artists and customers in the theatre.
* Selling tickets using our Spektrix Box Office.
* Selling drinks on our bar.
* Acting as an usher/fire steward.
* Handling cash.
* Rotation and replacement of stock.
* Helping to maintain a safe working area for colleagues, artists and customers.
* Have a good knowledge of the Artistic Programme and to act as an ambassador for the Lakeside Theatre.

**Essential experience, skills and attributes:**

* A keen and genuine interest in the Arts.
* Demonstrable customer care skills with a friendly welcoming manner.
* Articulate and with good communication skills.
* Efficient and methodical worker.
* Honest, trustworthy and reliable.
* Enthusiasm to learn more about the Arts on campus and to develop transferable skills.

**Desirable experience, skills and attributes**

* Previous Front of House/Bar or experience of working in a customer focussed environment.
* Knowledge of licensing legislation.

**The Lakeside Theatre and the Arts Office**

The Lakeside Theatre is part of the Arts Office, which in turn is part of the University’s Communications & External Relations Section. The Arts Office’s role is to ensure that the University delivers a diverse and stimulating Arts programme aimed at campus and community audiences. The fully equipped Lakeside Theatre seats 217 and hosts professional touring productions, student theatre music, comedy, children’s theatre, drama clubs and outreach activity with schools. There is also in development a new strand of plays written, produced and performed by academic staff and students. There is a studio teaching and performance space attached to the Lakeside Theatre.

The Lakeside Theatre team is led by the Artistic Director and includes the Theatre Manager, Theatre Technician, Marketing & Publicity Co-ordinator, Duty Managers, ushers, freelance technicians and student interns.

**Communications and External Relations Section (CER)**

CER is one of seven main professional services sections within the University, whose responsibility it is to support the four academic faculties. Headed by the Director of CER and with a staff of around 100, it has specific responsibility for UK, EU and international student recruitment; marketing and admissions; widening participation and community activity; corporate marketing and communications; events; fundraising, relations with alumni; and the arts programme on campus. CER consists of a number of teams, including Marketing & Student Recruitment, Admissions, Communications, Development and Alumni Relations, Web Editing & Digital Media, the International Office and the Arts Office.

The rate of pay for this fixed-term temporary post will be £7.63 per hour. Hours will be on a casual as and when basis.

If you wish to apply for this role, please send a CV and covering letter to the Genine Sumner grsumn@essex.ac.uk by the closing date of Friday 16th September 2016.

Interviews will be held on 21st September 2016. Please inform us on your application if you are not available to interview on this date.