**Job Description**

**Job Title: Theatre Assistant**

**Reporting to: Duty / Assistant / General Manager**

**Salary: Grade 1**

**Vision Statements**

Job Description

**Purpose of Post**

The post holder will assist the management team in the effective and efficient operation of The Gwyn Hall.

The Gwyn Hall will programme and promote a cross section of genres including Opera, Jazz, Drama, Music, Cinema and Dance. The venue will also promote conferences, weddings, parties, meetings and a busy participatory programme.

The Theatre Assistant will play a key role in ensuring all activities in the venue are set up and operated smoothly in a professional manner.

Teamwork and a flexible approach to duties are vital and we are looking for a dedicated person who will be able to work on their own initiative for the diverse and busy programme of events at the venue.

**Venue**

1. To set up spaces in the venue for all performances and activities.
2. To assist the Duty Manager in the day to day operation of the venue.
3. To be a visible presence in public areas for staff and customers and to monitor service level and performance.
4. To assist the Duty Manager and Box Office Manager in the financial and general administration for all activities that takes place in the venue.
5. Ensure all events are presented to the highest standards and make proper use of available facilities.
6. To assist in the safe keeping and storage of all the venues equipment used for all events and functions.
7. To assist the Duty Manager and Box Office Manager to input and monitor data collection for all activities that take place in the venue.
8. To be responsible for securing cash in the absence of management presence.
9. Understanding safeguarding relevant to role.
10. To assist in the operation of all necessary equipment and machinery as required.
11. To assist the Technical Manager in set up and operation duties for the theatre, studio and cinema. To be available for company get ins and outs when required.
12. To be responsible for safe opening and closing of the building securely as part of the weekly rota.
13. To assist the Box Office Manager and Duty Manager ensuring marketing material and customer information is always up to date internally and externally.
14. To assist the Duty Manager and Box Office Manager to maximise all private hires for the venue, to include but not limited to, workshops, classes, meetings/conferences and theatre hire.
15. To programme and update all cinema equipment with content needed to operate all cinema presentations.

**Front of House/Box Office**

1. To assist the Box Office Manager and assistants to sell tickets via the computerised ticketing system when required.
2. To carry out Social Media marketing for the venue in line with the company Social Media Policy.
3. To deal effectively and efficiently with customer requests and complaints and report to the Duty Manger and Box Office Manager.
4. To provide customer feedback to the management team.
5. To work as part of the weekly rota for any performances as front of house, taking tickets, ensuring fire safety regulations are adhered to and ensuring customer needs are meet to a high standard at all times.
6. Encourage a welcoming, enthusiastic and up-beat atmosphere for all patrons of the venue.

**Maintenance/Cleaning**

1. To assist in the periodical inspection of all equipment, fixtures and fittings and carry out any minor repairs. To assist in carrying out testing of emergency lighting, fire alarms systems and intruder alarms.
2. To assist the technical manager to carry out portable appliance testing as and when required (on theatre and domestic equipment).
3. To ensure all areas of work are kept clean and a safe working environment maintained at all times.
4. To carry out the in-house cleaning for the building as part of the weekly rota and ensure all daily, weekly, monthly cleaning schedules are adhered to at all times.
5. To carry out all daily, weekly and monthly building checks. Report maintenance or building issues on the BDM system.

**Health and Safety**

1. To maintain a good working knowledge of all relevant Health and Safety legislation and good practice in all areas.
2. To help ensure that good working practices are implemented and adhered to with regard to current Health and Safety legislation and The Gwyn Hall Health and Safety policy.
3. To assist the Duty Manager in the operation of the venues NOP and EAP, Risk Assessments and ensure these policies are adhered to at all times.
4. To become and remain fully conversant with the theatre’s fire and evacuation procedures and the use and location of associated equipment including fire fighting equipment and the fire alarm system.
5. To be able to undertake qualified first aid support as necessary and maintain accident and incident records.
6. To ensure that staff, volunteers/placements are aware of fire drill and evacuation procedures.

**Staffing**

1. To assist the Duty Manager and Box Office Manager in supervising all casual venue staff.
2. To work a weekly rota over a 7 day period including, daytime, evening, weekend and split shift working.
3. To train venue casual staff in the safe and efficient use of the buildings equipment.
4. To liaise with the Duty Manager to plan a rota for the working week to cover the needs of the programme and consult over potential additional working during periods of peak demand.
5. To assist the management team in the operation of the venue and all activity that takes place.
6. To provide relieve cover for staff as required.
7. To assist the Duty Manager and Box Office Manager in the operation of the volunteer scheme.
8. To undertake such other duties which may be reasonably expected of the post holder commensurate with the salary of the post.

### Person Specification

**Job title: Theatre Assistant**

**Work Experience**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Experience in dealing with the public/customers, ideally in a customer service type setting.  Ability to communicate with staff at all levels.  The ability to work well under pressure and be flexible.  Experience of setting and working to tight deadlines  Commitment to finding innovative and reliable solutions to the challenges of design and delivery of the Company’s work.  Experience of working with children aged 2-12 years old and facilitating creative play | Essential  Essential  Essential  Essential  Essential  Essential | Application Form  Application Form/  Interview  Application Form/  Interview  Application Form  Application Form  /Reference/Interview  Application Form/ Interview |

**Skills/Abilities**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| The ability to work as part of a team.  Good understanding of ICT and computer literacy.  Good communication skills – both written and verbal.  Ability to work unsupervised.  A practical knowledge of Health and Safety regulations. | Essential  Essential  Essential  Essential  Desirable | Application form  Application form  Application form/ Interview  Application form/ Interview  Application form |

**Education and Training**

|  |  |  |
| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Educated to GCSE level or equivalent.  Experience of Health & Safety practice and procedures. | Essential  Essential | Application form/Interview  Application form/Interview |
| Full UK Drivers License.  Formal arts or theatre qualification.  Health and safety qualification (IOSH)  Relevant Qualification (care standards, Playwork)  Child Protection Procedures | Desirable  Desirable  Desirable  Desirable  Desirable | Application Form  Application Form  Application Form  Application Form  Application Form |

**Other Requirements**

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| --- | --- | --- |
|  | **Essential/Desirable** | **Evaluation Method** |
| Commitment to achieving high standards with the resources available.  Commitment to equality of opportunity and staff development.  Clean smart appearance.  Flexible approach to working, including the ability to work unsocial hours.  Ability to plan and prioritise work effectively. | Essential  Essential  Essential  Essential  Essential | Interview  Interview/Application form  Interview  Interview  Interview/Application form |