



Front of House Assistant

Casual positions

About Sadler's Wells

Sadler's Wells is a world-leading arts organisation, dedicated to presenting, producing and touring dance made today in all its forms. Sadler's Wells commissions, presents and produces more dance than any other theatre in the world – from tango to hip hop, ballet to flamenco, Bollywood to cutting-edge contemporary dance. With an innovative, year-round programme of performances and learning activities, this is the place where artists come together to create dance, and where we welcome everyone to experience dance and be inspired.

Dance has the ability to connect with people both intellectually and emotionally and Sadler's Wells' vision is that dance is part of everyone's life. We want to make sure that dance continues to have something new to say but also that it continues to stimulate the way we think about the world around us.

Over half a million people come to our theatres in London each year, with many more enjoying our touring productions at partner venues across the UK and in cities around the world. Sadler's Wells Theatre has been located in Islington since the 17th century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsals studios; bars, a café, facilities for private and corporate entertaining and offices for Sadler's Wells' staff.

Our second theatre building and West End home, the Peacock (1,000 seats), is subject to a unique agreement whereby Sadler's Wells and the London School of Economics jointly manage it, with the LSE presenting its lectures to students during the day and Sadler's Wells presenting theatre at night.

Future Plans

Plans are underway for the development of a fourth venue in Queen Elizabeth Olympic Park, as part of a new Culture and Education District. Sadler's Wells will occupy the Stratford Waterfront site, sitting opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum.

The CED will also include a major new University College London (UCL) campus and have direct links to the creative communities already based in east London. Sadler's Wells' new space will house a 500-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy. A major fundraising campaign is being developed in order to realise both capital and revenue requirements and open the new theatre in 2022.

The Department

The role of the Front of House team is to create a consistent and exceptional visitor experience which reflects and enhances the organisation's vision. We offer a welcoming, safe and secure environment whilst maximising income and ensuring that best value for money is achieved.

The department is led by the Head of Visitor Experience, and consists of the following areas, Security, Cleaning and Housekeeping, Front of House and Stage Door.

Key responsibilities

- To present a welcoming, courteous and efficient service to all visitors to Sadler's Wells.
- To ensure the comfort and safety of the public at all times.
- To work as directed in any sales outlet, including sales points for programmes, merchandise, ice creams, or cloakroom.
- To keep records of sales of stock, to reconcile cash with sales and return cash and unsold stock as directed. To be responsible for stock and cash until returned to the Cashier or other nominated person.
- To positively encourage patrons to buy programmes, ice cream, merchandise and make use of Sadler's Wells food and beverage facilities.
- To check patrons' tickets before they enter the auditorium.
- To be aware of the standard of tidiness required in the theatres and to be responsible for maintaining that standard at all times.
- To be aware of the theatre's products and facilities and in particular with current and future shows in order to assist the public with queries and to promote the work and image of the theatre.
- To deal with emergency and evacuation situations according to procedures laid down by the theatre management. This will include taking part in fire and safety drills, building searches and security checks. To alert the Duty House Manager to any infringement of safety aspects within the front of house areas and auditoria.

- To maximise income and minimise expenditure without loss of quality in all areas of responsibility.
- To be aware of the needs of patrons with disabilities of all kinds and to ensure that those needs are dealt with efficiently.
- To attend occasional staff meetings and training sessions, as required.
- To undertake other duties as may be reasonably required.
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equal Opportunities and Health and Safety Policies. This may include providing assistance with evacuation procedures or building searches in the event of an emergency at any of Sadler's Wells' premises.

THIS JOB DESCRIPTION IS A GUIDE TO THE NATURE OF THE WORK REQUIRED OF THIS POSITION. IT IS NEITHER WHOLLY COMPREHENSIVE NOR RESTRICTIVE AND DOES NOT FORM PART OF THE CONTRACT OF EMPLOYMENT.

Person specification

The successful applicant will demonstrate the following skills, experience, and personal qualities:

Essential

- You must be available to work evenings, weekends and holiday periods including Christmas and New Year
- Excellent customer service skills
- Excellent communication and interpersonal skills
- Experience of working with members of the public in a busy environment
- Ability to respond calmly in emergency situations
- Experience of cash handling
- Able to work without constant supervision and on own initiative
- Smart appearance
- Experience of proactive sales

Desirable

- Experience of working with people of all ages and backgrounds
- Experience of working with people with disabilities
- Able to demonstrate initiative
- A good team player
- Interest in dance and the arts

Terms and conditions

These are casual position and shifts will be offered as and when they are available. The minimum shift length is four hours.

Salary is £9.72 per hour.

Paid annual leave.

The company encourages attendance of performances at both theatres with a discretionary allocation of tickets to employees (subject to availability).

Making an application

A Job Description and Person Specification are included in this document. Read this carefully and if you are still interested in applying for the position shown above, please complete the online application form.

Further guidance on completing your application form can be found via the link below

[Applying for vacancies at Sadler's Wells](#)

Please submit the online application form by 11.59pm on Tuesday 13 November 2018. Late applications will not be considered.

Interviews will take place on Friday 16 November 2018.

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