



## Performance Cashier

### About Sadler's Wells

Sadler's Wells is a world-leading creative 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.

Our aim is to reflect and respond to the world through dance: enabling artists of all backgrounds to create dance that moves us and opens our minds; sharing those experiences with the widest possible audiences to enrich their lives and deepen their understanding of what it means to be human.

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 17<sup>th</sup> century. Our modern day theatre comprises a main auditorium (1,500 seats); the Lilian Baylis Studio (180 seats); three rehearsal 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 east London's Queen Elizabeth Olympic Park. Sadler's Wells' new space will be located on the Stratford Waterfront site, opposite the London Aquatics Centre, alongside UAL's London College of Fashion and the V&A Museum. The site will form part of a new cultural and education district, which 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 550-seat mid-scale theatre, as well as facilities for a choreographic centre and a hip hop academy, all planned to open at the end of 2022.

## **The Department**

The Front of House Team is part of the Visitor Experience Department. The role of the Visitor Experience Department is to create a consistent and exceptional visitor experience throughout our venues that reflects and enhances the organisation's vision.

The department is led by the Head of Visitor Experience, and encompasses Building Services, Security, Cleaning and Housekeeping, Front of House and Stage Door.

## **The Role**

The Performance Cashier will be predominantly based at The Peacock theatre and will report to the House Manager.

The principal responsibility of the Performance Cashier is to issue and control all stock for front of house sales and to reconcile stock and cash.

## **Key responsibilities**

- Report for duty to the Duty Manager two hours before the start of each performance when rostered
- Issue floats and stock to Front of House Assistants, and brief them as appropriate e.g. price changes. Ensure that all Front of House Assistants are kept supplied with change and stock throughout performances
- Reconcile all cash and stock from sales before, during and after the performance, to secure cash and stock as directed, and keep cash and stock records as required. Discrepancies must be recorded and reported to the Duty Manager without delay
- Receive in merchandise from visiting companies
- Undertake all duties in accordance with financial and stock control procedures laid down by the Trust
- Provide sales and financial information as required
- Assist with stock takes as required
- Ensure that every opportunity for earning income from front of house sales is maximised

- Ensure that emergencies are dealt with in accordance with procedures laid down by the Senior House Manager, and to assist the Duty House Managers where necessary. This will include taking part in fire and safety drills and security checks
- Assist the Senior House Manager as required
- Ensure all patrons and visiting companies receive a high quality of service in terms of welcome and safety and to actively assist in finding ways of continually improving the level of service to them
- Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours
- At all times to carry out duties and responsibilities with regard to Sadler's Wells' Equality, Diversity and Inclusion, 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.*

## **What we are looking for**

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

### **Essential**

- Experience of cash handling and reconciling stock with sales
- Experience of working front of house in a theatre or similar environment
- Experience of being responsible for banking and of recording financial information
- Experience of being responsible for assessing stock levels and ordering stock
- Highly motivated to sell stock and to assist the Front of House Assistants to do the same
- Excellent customer service skills
- Excellent communication and interpersonal skills
- Ability to respond calmly in emergency situations
- Able to work without constant supervision and on own initiative
- A good knowledge of Manual Handling via a recognised training course
- Flexible approach to working
- A good team player

## **Terms and conditions**

Hourly rate £12.55 plus paid meal breaks if eligible. This will be based on working a minimum of 10 x 4 hour shifts over a four week period, with additional shifts to be mutually agreed.

Annual leave entitlement is 5 weeks for each Holiday Year. If you complete five years' service with the Trust, your holiday entitlement will increase to 5.6 weeks per annum

If you are an eligible job holder, you will be automatically enrolled into Sadler's Wells Trust Ltd. pension scheme

### **The company offers:**

- Employee Assistance Programme (EAP) – Free confidential support service.
- Season Ticket Advance – Interest free loan to purchase a home to work travel ticket.
- Cycle to Work Scheme.
- Death in Service Benefit – Equivalent to twice your annual salary.
- Staff discount at Garden Court Café.
- Discounted performance tickets (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 Sunday 13 October 2019.  
Late applications will not be considered.**

**Interviews will take place week commencing Monday 21 October 2019.**

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