

Job Description

Job Title:	Front of House Team Member
Hours:	Zero Hour Contract
Reports To:	Front of House Supervisor

General Information

Theatre Royal Windsor is an exciting and thriving regional theatre and is proud to be the only unsubsidized producing theatre to operate all year round in Britain. The theatre hosts a busy programme of shows and events focusing on drama and musicals, supported with live music comedy and dance. The auditorium seats 633 and the building is grade 2 listed.

Theatre Royal Windsor is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The theatre produces and opens a large number of Bill Kenwright touring productions, in addition to its own in-house productions and the annual pantomime.

Theatre Royal Windsor is keen to ensure that we actively engage with all residents and visitors to the area and is developing a new outreach and education programme and more diverse offer at the theatre.

The business plan aims to position the theatre as a key cultural hub that aims to meet its vision statement:

“To provide a first-class regional theatre that is recognised nationally, that produces and presents a core programme of drama and theatre for all residents and visitors to the Windsor area. Acting as a key cultural hub, encouraging participation and engagement with performing arts and supporting the development of staff, artists and audiences.”

We would like to see this role expand and progress alongside the expansion and progression of our education, outreach and artistic programme.

Main Purpose

Theatre Royal Windsor is looking for a motivated and enthusiastic person to join our Front of House Team as an Usher or to join our Bar Team (to work on one of our bars you must be 18+). The key elements required to join our Team include:

- To always ensure first-class customer service, committing fully to consistent service standards.
- Adhering to all cash handling procedures
- Ensuring all health and safety standards are met and all in-house procedures are followed.
- To ensure all licencing laws are meticulously followed at all times.

Responsibilities Include:

1. Welcoming audience members to the venue, be approachable and friendly, a true ambassador for TRW.
2. To maintain cleanliness and tidiness of the area you are responsible for on shift (for example, auditorium, bar, coffee shop, theatre shop etc).
3. To ensure a high standard of customer service is always met, serving customers in an efficient and friendly manner.
4. Contribute to a professional and welcoming team environment, supporting colleagues in ensuring smooth day-to-day operations.
- 5.
6. Our In-House cash handling policies are to be always adhered to.
7. Ensure the UK licensing Law and Challenge 25 criteria are being met, and any issues and refusal of service are reported.
8. To ensure all health and safety procedures are followed including taking an active role in the event of an evacuation or Invacuation.
9. To be willing to work evenings, weekends and Bank Holidays as required.

PERSON SPECIFICATION

Position Title:	Front of House Team Member	Date Prepared:	30.09.26
Department:	Front of House		

AF= Application Form	I = Interview	T= Test
-----------------------------	----------------------	----------------

	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstratable experience of working in a customer facing role, ideally in a theatre or		✓	AF/ I
1.2	Ability to work effectively as part of a team and support colleagues to complete tasks effectively.	✓		AF/ I
1.3	Good attention to detail and commitment to maintaining high standards of cleanliness and hygiene.	✓		AF/ I

	REQUIREMENTS	Essential	Desirable	Assessed
1.4	Reliable, punctual, and able to work independently when required.	✓		AF/ I
1.5	Good communication skills and the ability to follow instructions clearly.	✓		AF/ I
1.6	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries	✓		AF/ I
1.7	Understanding of in-house policies, such as evacuation, invacuation, challenge 25.	✓		AF/ I
1.8	Willingness to work evenings, weekends and public holidays as required.	✓		AF/ I
2	COMPETENCIES			
	LEADING AND SUPERVISING			
2.1	a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre	✓		AF/ I
	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/ 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	✓		AF/ I

	REQUIREMENTS	Essential	Desirable	Assessed
	organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others			
2.4	ANALYSING a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system.	✓		AF/ I
2.5	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS 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 e. Consistently achieves project goals	✓		AF/ I
2.6	ADAPTING AND RESPONDING TO CHANGE 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 presents	✓		AF/ I

	REQUIREMENTS	Essential	Desirable	Assessed
3	EDUCATION AND TRAINING			
3.1	A minimum of 3 GCSE grade A*-C passes, including in English and Mathematics.	✓		AF
3.2	A Degree level (or equivalent) qualification in English, Drama, Performing Arts, Media studies or marketing / public relations		✓	AF
3.3	Fire Marshal Trained		✓	AF
3.4	First Aid at Work qualification		✓	AF