

FRONT OF HOUSE ATTENDANT (CASUAL)



APPLICATION INFORMATION PACK

If you require this Recruitment Pack in a different format, please contact the HR & Learning team on 0113 213 7280 or recruitment@leedsplayhouse.org.uk

QUICK FACTS



3 THEATRES

5 MAIN REHEARSAL & STUDIO SPACES

c193,000

AUDIENCE PER YEAR

OVER 19,500 PEOPLE

CONNECTED THROUGH PLAYHOUSE CONNECT

10M

TURNOVER



- Restaurant & café
- Two bars
- Conferencing and events
- Public gallery space

THIS **SHORT FILM** WILL
HELP YOU UNDERSTAND
WHAT WE'RE ALL ABOUT.

WHO WE ARE



Leeds Playhouse is Leeds's home for bold stories and shared humanity. For more than 55 years, it has been one of the UK's leading producing theatres - an award-winning cultural hub where people gather to tell and share stories, and to experience world-class theatre. Many of its productions transfer to the West End, tour nationally, and travel the world.

Born from the city itself, **Leeds Playhouse** was fought for and built by people who believed a city without a theatre is a city without a heart. That spirit still drives everything it does: making ambitious theatre that represents, entertains, challenges and connects – across three spaces, one city, and many voices - and helping shape the cultural life of the country. From big names to artists and communities often unheard or ignored, the Playhouse seeks out the best companies and artists to create pioneering, relevant work in the heart of Yorkshire.

Alongside the work on its stages, the Playhouse works creatively with the people, artists and communities of Leeds through its innovative, sector-leading Playhouse Connect programme. Through its three strands, People's Playhouse, Playhouse Ensembles and Furnace, Playhouse Connect develops audiences, removes barriers to access, creates opportunities for communities to share their voices on stage, and supports the development of artists across Leeds and Yorkshire. The programme builds lasting relationships with refugee communities, young people and students, older people, and people with learning disabilities, ensuring the Playhouse remains a truly inclusive and representative cultural space.

As a registered charity, **Leeds Playhouse** relies on the support of valued partners to make great things happen. It's work also makes a significant contribution to the region's economy, sustaining jobs and driving the wider economic life of the city. The Playhouse is grateful for the continued support of **Arts Council England, Leeds City Council, The Liz and Terry Bramall Foundation**, and the many charitable trusts, business partners and individuals who continue to support the vital work of the theatre.

THE ROLE



FRONT OF HOUSE ATTENDANT

The Front of House Attendants are responsible for delivering a warm, friendly and inclusive welcome to **Leeds Playhouse**. We achieve this goal by focusing on our customer journey from providing exceptional customer service to understanding the importance of health and safety procedures, promoting inclusivity and allyship and driving sales through our ice cream and merchandise offer.

The Front of House Attendants report to the Theatre Manager, with the support of the Assistant Theatre Manager and Duty Managers.

We will need staff to be available to work over our busy festive period, from November to January.

MAIN DUTIES AND RESPONSIBILITIES

THE MAIN DUTIES AND RESPONSIBILITIES OF THE ROLE ARE:

- Provide a warm, friendly and inclusive welcome to all building users.
- Provide a consistently high standard of customer service to all building users.
- Be an ambassador for **Leeds Playhouse** mission and values.
- Be a proactive point of contact for all building users to provide help and information where required.
- Ensure all front of house areas are kept clean and tidy at all times.
- Drive revenue through ice cream and merchandise sales.
- Ensure cash handling procedures are followed at all times.
- Support **Leeds Playhouse** events that take place in other locations outside of the main venue.
- Promote a safe and inclusive environment for everyone.
- Assist in the venue Health & Safety and Evacuation procedure (full training provided).
- To check and scan all tickets and successfully direct customers to their seats.
- Help to fundraise for **Leeds Playhouse** by assisting in bucket collections.

GENERAL RESPONSIBILITIES

- Adhere to and implement the guidelines, procedures and policies for the company as detailed in the staff policies.
- Play a role in the life of the company and to work across departments to develop a positive and engaged organisational culture.
- Work with Playhouse Connect to open up the theatre's creative processes to a wider range of communities, including people engaged in learning.
- Be aware of, and comply with, rules and legislation pertaining to Health and Safety at work and to abide by the procedures as set out in the Health and Safety Policy of **Leeds Playhouse**.
- To be willing to undertake training and development as required.
- To have a positive attitude to environmental issues. To have a pro-active role in the development and action of environmental policy and procedures relevant to your team in particular and the Playhouse as a whole.
- To have a positive attitude to and willingness to engage with and seek continual improvement in areas of inclusion and anti-racist practice at **Leeds Playhouse**.

ANY OTHER DUTIES

The duties and responsibilities set out are not exclusive or exhaustive. The post-holder may be required to undertake other reasonably determined duties and responsibilities within the organisation which are appropriate with the level of the role without changing the general character of the post. The post-holder would be given appropriate training and equipment to carry out any duties of this kind.

PERSON SPECIFICATION

ESSENTIAL

If you do not demonstrate that you meet all these criteria, you may not be offered the role:

- Enjoy meeting new people and having new experiences.
- Have a passion for working in an events-based environment and providing excellent customer service. No experience required as all training will be provided.
- The ability to resolve customer feedback when appropriate, all training will be provided.
- Enthusiastic to learn about our product range in order to drive revenue and sales.
- The ability to work comfortably as part of a team.
- Cash handling skills, training provided.
- A willingness and flexibility to work evenings and weekends, including throughout our busy festive period (November to January).

EMPLOYMENT TERMS SUMMARY

CONTRACT

This is a casual contract and hours will vary. Any offer we make is subject to:

- receipt of 2 satisfactory references
- proof of eligibility to work in the UK

PAY

£12.71 per hour, on a casual basis.

HOURS

Casual terms and therefore hours will vary. Working pattern will vary across typically afternoons, evenings and weekends, including Sundays and some unsocial hours.

We are seeking staff that have availability to work across the busy festive season.

NOTICE PERIOD

As this role opportunity is for casual work, there is no obligation on **Leeds Playhouse** to provide you with work. We aren't promising or guaranteeing a minimum level of work to you. You will work on a flexible, "as required" basis. We reserve the right to end an assignment at any time. If we need to cancel the assignment, we will notify you as soon as reasonably practicable

LOCATION OF WORK

Your main place of work will be **Leeds Playhouse**. You may be required to work permanently or temporarily at other locations in the Leeds City Region. You may be asked to work temporarily in other locations in the UK.

BENEFITS



PENSION

Auto-enrolment in a Standard Life Pension, unless you opt out, with 3% employer contribution, if eligible.

HOLIDAY PAY

Holidays are paid throughout the year based on the number of hours worked.

BENEFITS

- Free employee assistance service
- Corporate gym and swimming discount
- Staff ticket discount
- Staff discount in Playhouse food and drink outlets
- In-house counselling services with a BACP counselling professional on site (by referral)

HOW TO APPLY

Please read the job description carefully before starting your application to ensure that you meet all of the essential criteria and are able to provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for 3 months before being destroyed if you are unsuccessful, and for up to 12 months if you are successful.

HOW TO APPLY

To apply for this post please complete the online application form and diversity monitoring form which can be found on the job opportunities page, under the job role you are applying for. Data from your diversity monitoring form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact recruitment@leedsplayhouse.org.uk

INTERVIEWS FOR DISABLED CANDIDATES

Leeds Playhouse is a member of the Disability Confident scheme. Subject to capacity, we will interview candidates who identify as disabled who demonstrate that they meet all the essential criteria for the job.

EQUAL OPPORTUNITIES

Leeds Playhouse is committed to promoting equality and opportunity in its employment practices. In particular, the company aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, or religious beliefs. Disabled candidates will not be treated less favourably on the grounds of their disability.

SAFEGUARDING

The Playhouse is committed to safeguarding, and operates an environment where all staff are expected to report any concerns about vulnerable people, or about the behaviour or practice of colleagues and other people they come into contact with.

THANK YOU



FIND US AT

PLAYHOUSE SQUARE,
QUARRY HILL, LEEDS LS2 7UP
LEEDSPRAYHOUSE.ORG.UK
0113 213 7700

PHOTOGRAPHY CREDITS

All photographs are copyright
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