

WHITE ROCK THEATRE

Hastings

Show & Events Team Member

Job Description
Person Specification

June 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

White Rock is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

White Rock is a 1,066 seated venue [1,670 standing] in Hastings and is home to some of the best live music and entertainment in East Sussex.

Situated in a commanding position on the Hastings shoreline the White Rock Theatre is the perfect concert and theatre venue, with a recently-refurbished, sea-view Café Bar. The Theatre's programme is varied and includes one night concerts, club night events, musicals, and an annual pantomime.

- Employment type:** Casual
- Salary:** £8.91 per hour.
- Hours:** Working hours [may/will] include evenings, weekends and bank holidays.
- Work location:** You will be based at White Rock in Hastings.
- Purpose of the role:** As a member of the FOH team, your role will be to:
- Serve from our hospitality sales points, maximise profitability and ensure highest standards of customer service.
 - Uphold the conditions of the Venue Licenses and ensure all operational systems required to run hospitality are executed in an effective manner.
- Our ideal candidate:** A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers. Willing to work flexible hours including evenings, weekends and Bank Holidays. Previous experience in bar work or customer service is of benefit, however full training will be given to the right candidate. As the post holder will be required to serve alcohol applicants must be over 18 years of age.
- For an informal discussion contact:** Nadine Passley, General Manager. npassley@whiterocktheatre.org.uk. 01424 462290.
- How to apply:** Send your CV to npassley@whiterocktheatre.org.uk by the 18th of July 2021. Tell us why you think you are suited to this role and why it interests you!

REPORTING

You will report directly to your Duty Manager, Venue Managers & Team Leaders.

KEY ACCOUNTABILITIES

Service

Assist in maintaining the highest standards of service and customer care within the whole theatre. Establish a visible and accessible staff profile throughout the venue in order to foster good relations and to provide support, advice and assistance to all visitors. Serve all alcohol, beverage and food products in line with set policies and procedures. Uphold expected standards of cleanliness within all venue areas in accordance with company policies and procedures. Handle customer complaints as directed and outlined in the Staff Handbook. Dress to the appropriate standard and be ready for work at the specific start time. Support the venue management team and always represent the venue in a positive and professional manner.

Health & Safety

Ensure the company's Health and Safety Policy is fully promoted and arrangements have been made to carry out the policy. If required, participate in and contribute to the Venues Health and Safety Committee and ensure team awareness of the content of minutes arising from such meetings.

Recruitment, Training and Development

The post holder will undertake training and development as appropriate and keep apprised of developments in their field of expertise.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

ESSENTIAL

Articulate with excellent communication skills.

Able to work efficiently as part of a team.

Able to follow instructions and carry out delegated tasks accurately, effectively and within given time frames.

Ability to interact with customers in a professional, courteous and positive manner.

A proven track record demonstrating reliability and good time keeping.

DESIRABLE

Previous bar experience.

Previous food handling experience.

Previous cash handling experience.

Previous experience in a busy customer service environment.

PERSONAL

Prepared to conform to dress code.

Able to work evenings & weekends.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.