

April 2018

Arcola Theatre Application Pack for the role of: USHER

To apply please fully complete the Arcola Application Form (which you can download from the Arcola Theatre website) and email it to Front of House Manager, Norna Yau at: fohjobs@arcolatheatre.com



We cannot accept CVs.

Please feel free to save and send the Equal Opportunities monitoring form separately from your application form.

Please do not apply if you do not have relevant or similar customer service experience, as this position is not a 'first step into the industry' role.

Please note that we can only accept applications from people who have a work permit for the UK.

Unfortunately, as we are a charity with limited resources, we will only respond to short listed applicants. If you have not heard from us by Friday 11th May, your application will have been unsuccessful.

The deadline for applications is: 12pm Monday 7th May 2018

Interviews will take place the week commencing: 14th May 2018

JOB DESCRIPTION

POSITION: Usher

REPORT TO: FRONT OF HOUSE MANAGER & BOX OFFICE MANAGER, FOH SUPERVISORS and SHIFT DUTY MANAGER

ARCOLA THEATRE

Arcola Theatre is based in the heart of Dalston, East London and is a National Portfolio Organisation of Arts Council England. Since 2000, Arcola Theatre has been developing a dynamic and strong reputation for its high standards of theatre programming, community and creative learning engagement and through its ethos for environmentally sustainable arts practice.

Arcola Theatre it is now considered as one of the most respected arts venues in the UK. Founded by Artistic Director Mehmet Ergen and Executive Producer Leyla Nazli, Arcola Theatre is blazing a trail in artistic excellence and innovative management style. From its in-house productions in its main house studio one, to ground breaking work in Studio 2, Arcola programming features some of the most exciting directors, actors and writers working in the industry through to residencies from some of the most exciting young companies in the world. Arcola is much more than an arts venue and runs one of the most extensive multi-cultural community and youth programmes in East London. Arcola Theatre has won numerous awards in its 15 years of operation and most recently this included winning "Most Welcoming Theatre" at the Off West End Awards since 2014. After recent renovation of the building, Arcola Theatre is embarking on an exciting new chapter of its recent history.

JOB DESCRIPTION:

- You will be responsible for selling and carrying out stocktakes of programmes, playtexts and production merchandise.
- Ushering the shows - taking tickets, informing audiences where their seats are located in the auditorium, and sit in on the shows being vigilant for audience and performer health & safety.

- Be responsible for the audience and volunteers in the event of an evacuation / invacuation.
- Assist the Duty Manager with evacuation / invacuation and audience control.
- General upkeep and cleaning of the studios and public spaces of the theatre.
- To be the point of contact for the audience during show times.
- Assist the Duty Manager in other tasks that occur.
- Keep up to date with current and future productions and events in the theatre.

PERSONAL SPECIFICATION

- A calm, enthusiastic, friendly and polite team player who enjoys meeting new people.
- Flexible, but focused when at work.
- Be able to priorities duties and think on your feet.
- Be able to work unsupervised in a busy environment.
- Passionate about the arts, especially theatre.
- A drive or interest to develop a career in the arts.
- Ability to retain information and confidence when speaking with the public.
- Ability to remain calm under pressure.
- Accurate cash handling skills.
- It is essential to have experience in a public facing role.
- It is essential to have experience in cash handling and stock taking.
- Desirable - Experience of working in an Arts venue as part of a Front of House team.
- Desirable - Qualified First Aider & Fire Marshal.
- Ability to work evenings and weekends.

OTHER BENEFITS

- Complimentary Staff tickets for you and a guest, subject to availability.
- Staff discount on the Bar.
- Occasional offers, for other theatres.

TERMS & CONDITIONS:

- Title of post: Usher
- Hours: Allocated on a shift basis by your Line Manager
- Typical pattern of work as an Usher: 18:30 - 22:30 (Mon-Sat evenings shifts), 14:00 - 18:00 (Wed & Sat matinee shifts). With some additional Sunday shifts also available, dependent on programming.
- Usher Salary: £7.83 per hour
- Contract: Zero Hours

APPLICATION PROCESS:

Application by submission of an Arcola application form, showing how each of the points required in the person specification is met, via email to Norna Yau, Front of House & Box Office Manager at: fohjobs@arcolatheatre.com.

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