



Job Title: Front of House Team Member
Salary: £14 per hour
Hours: By arrangement
Place of work Collective Theatre, Hornsey Road Baths, 2 Tiltman Place,
London N7 7EE

Collective Theatre is North London's newest stage, a space for collaboration and creativity. Also home to the Collective Acting Studio, this is the space with collaboration at its core.

Our mission:

- Produce excellent new theatre for local and national audiences
- Create an open space for a diverse collective of artists to work and connect
- Provide professional development opportunities for artists to make a step change in their career and practice

The Front of House team is the public face of the theatre and this position is responsible for welcoming the audience and delivering first class customer service, whilst ensuring that health & safety and licensing regulations are met.

Responsibilities:

Front of House

- Provide a welcoming atmosphere to all visitors
- Support set up of rooms for hires, events or rehearsals
- Assist in ensuring the safety and comfort of members of the public and staff
- Ensure the clean and tidy presentation of all Front of House areas
- Assist in dealing with customer complaints confidently, effectively and appropriately
- Provide accurate information about Collective Theatre, Stockroom Productions and their productions to audiences
- Adhere to all fire, health and safety procedures, assisting with evaluations and first aid calls

Bar

- Accurately record bar sales
- Work flexibly within the various different areas of a bar setting
- Abide by and enforce appropriate licensing regulations including Challenge 25 and any limits on serving alcohol
- Restock bar and assist with stock takes

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Box Office

- Use Spektrix to accurately record all sales and transactions
- Manage the Box Office inbox, processing transfers, refunds, answering queries and supporting access requests

This list of responsibilities is a guide to the nature of the work required of this role. It is not comprehensive or restrictive and may be reviewed as required. All Stockroom/Collective Theatre staff are expected to work collaboratively to undertake any other reasonable tasks for the benefit of the company.

Essential skill, qualities and experience

- Customer service experience, working with the general public in a busy environment
- Approachable with strong communication skills
- Interest in theatre
- A proactive attitude to promoting diversity and inclusion across the sector

Desirable skills and experience

- Experience working in a Front of House role
- Experience working with a box office ticket system
- First Aid qualification
- Understanding of practical health & safety and licensing regulations

Stockroom Production Ltd is an equal opportunities employer and a London Living wage employer. We are committed to creating a workforce which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work. We are particularly keen to hear from candidates from the Global Majority or Migrant backgrounds, candidates with disabilities, those from lower socio-economic backgrounds and those who identify as Female, Trans, Non-Binary and Gender Queer.

Please email a covering letter (maximum 500 words) and curriculum vitae to hello@stockroom.co.uk with the subject: "Application - Front of House Member - Collective Theatre".

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