FRONT OF HOUSE USHER

*The Royal Court is the writers’ theatre. It is the leading force in world theatre for vigorously cultivating writers – undiscovered, new and established. Through the writers we are at the forefront of creating restless, alert, provocative theatre about now. We seek stories from everywhere and create theatre for everyone and we see our audience as one of our chief collaborators.*

**Applications are invited for the post of: FRONT OF HOUSE USHER**  
**Responsible to: Theatre Manager, Front of House Manager and Duty House Managers.**

**We are recruiting on a rolling basis. Therefore successful applicants will be contacted when there is a need for new Ushers. Unfortunately we are unable to contact all unsuccessful applicants.**

The Royal Court is the home of the English Stage Company Limited (ESC) and is the UK’s leading theatre dedicated to new writing.

Up to 16 plays a year are staged between two theatre spaces (the Jerwood Theatre Downstairs and the Jerwood Theatre Upstairs) at the Royal Court’s home on Sloane Square. Over 100,000 people visit the Royal Court every year and over 100,000 more see our work elsewhere, including transfers to the West End and New York, National and International touring, London residencies in Tottenham and Pimlico, and online.

A significant amount of play development activity takes place year-round. This work aims to find and nurture the most talented new writers and develop the highest quality plays, for which the Royal Court is internationally renowned. There is an ongoing programme of writers’ attachments, readings, workshops and playwriting groups.

The Royal Court Theatre also has two commercial subsidiaries, Royal Court Theatre Productions Ltd (RCTP), which facilitates the transfer of Royal Court productions to the West End and ESC Catering Limited set up to run the catering operation at the theatre.

MAIN PURPOSE

The Front of House team is the public face of the theatre, welcoming the audience and delivering first class customer service, while ensuring that health & safety and licensing regulations are met. Ushers must be able to commit to at least 3 shifts a week, including regular weekends and ideally midweek matinees.

KEY TASKS

* To assist the Duty House Managers (DHMs) in welcoming, and ensuring the safety and comfort of members of the public and staff during performances.
* To uphold the Royal Court’s existing high standards of customer care, which reflects the work we do.
* To provide a welcoming atmosphere to all visitors.
* To ensure the clean and tidy presentation of the front of house areas.
* To assist in dealing with customer complaints confidently, effectively and appropriately.
* To provide accurate information about the Royal Court Theatre and its productions.
* To assist other staff working on performances/events, including Box Office, Bar & Food staff and Stage Managers.
* To adhere to all fire, health & safety procedures to minimize the risk of injury and accidents.
* To abide by and enforce appropriate licensing regulations.
* To be pro-active in Front of House sales to ensure maximum profitability and to accurately reconcile and record cash takings.
* To ensure all cash and equipment is kept safely whilst on the premises.
* To adhere to the Front of House Staff Rules and Regulations.
* To contribute to the Royal Court’s active and developing access policy through appropriate understanding of the needs of all visitors, including youth groups, deaf and disabled patrons.
* To carry out any other duties required by the theatre in pursuance of the above objectives.

PERSON SPECIFICATION

* Previous experience of working with the general public.
* Excellent communication skills.
* First rate customer service skills.

Applicants should have the ability to:

* Work calmly and effectively in stressful situations.
* Operate successfully in a team.
* Deal confidently with the general public.
* Use their initiative and prioritise during busy periods.

TERMS & CONDITIONS

**Title of post:** Front of House Usher

**Hours:** Staff are asked to give availability for at least three – four shifts a week and will be allocated shifts when the work is available. Most shifts are in the evenings from 6.30pm onwards, although we do have matinees on Thursdays and Saturdays and we also have events which begin on late afternoons and Saturday mornings. Everyone is expected to work regular weekend shifts.

**Contract:** This is a permanent contract with a three month probationary period.

**Locations:** Shifts will be predominantly at the Royal Court Theatre, Sloane Square although staff may be required to work additional shifts at other venues associated with Royal Court Theatre productions.

**Salary:** £32.39 per shift (3 3/4hours), including holiday pay. £7.80 per hour overtime. Double-time; £15.60, after 11pm and on Sundays**.**

Other Benefits:

* Complimentary tickets for preview performances, subject to availability and the Royal Court’s staff ticket policy.
* 20% discount on all food and drink purchases in the theatre’s Bar & Kitchen, subject to discount policy.
* 10% discount on all purchases in the theatre’s Bookshop, subject to discount policy.

APPLICATION PROCEDURES

Please note that only applications submitted on the Royal Court’s standard Application Form can be considered. We cannot accept CV applications. The Application Form can be downloaded from:

<https://royalcourttheatre.com/about/jobs/>

Once the Application and Equal Opportunities Forms are completed please return to:

Email: [fohjobs@royalcourttheatre.com](mailto:fohjobs@royalcourttheatre.com)

Please put “FoH Usher Application” in the subject line of your email.

By post: Front of House Recruitment English Stage Company Royal Court Theatre Sloane Square London SW1 8AS

The Royal Court is committed to being an Equal Opportunities Employer and encourages applications from minority ethnic and disabled groups, as they are under-represented amongst are staff.

The English Stage Company (no. 231242) is a publicly funded registered charity.

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