**APPLICATION PACK - FRONT OF HOUSE USHER**

We are currently recruiting for new team members to work in our Jerwood Theatres as part of the Front of House Ushering team.

**Interviews will take place week commencing 14th June 2021.**

Successful applicants should be able to start work from the 21st of June 2021 which will include training & induction.

You will find information about the role, the organisation and the person specification in the following pages. Before you submit your application, please read the information included here.

ESC Ltd is an equal opportunities employer and we welcome applications from all suitably qualified people, regardless of age, race, gender, disability, sexual orientation or religious belief.

**1. APPLICATION PROCESS**

Please use the online Survey Monkey application form to apply. A link to this form can be found on the jobs page of our website <https://royalcourttheatre.com/about/jobs/>

The online application form will ask for the following things:

* Your personal contact information.
* Your NI number and / or any work permit details.
* Some equal opportunities data (optional)
* Your response to the following questions: What would you bring to this role and why? Tell us of a time when you have received good or bad customer service and explain your thoughts.

**Please answer this question within the Survey Monkey form.**

**You will also be asked to upload your CV as a word document or pdf file.**

We will review all applicants’ responses to this question, alongside their CV.

Candidates who currently have a valid work permit allowing them to work in the UK for the duration of this contract are welcome to apply. Unfortunately, we are unable to consider applications for this role which would require us to obtain a certificate of sponsorship or permit to work in the UK.

Please let us know if you would like further information, support with access requirements or an informal chat about the role. You can contact us on [FOHjobs@royalcourttheatre.com](mailto:FOHjobs@royalcourttheatre.com)

You can also email us if you would like to submit your application in a different format.

**CLOSING DATE FOR APPLICATIONS: Wednesday 16th June 2021**

**2. ABOUT THE ROYAL COURT**

**Who We Are**

The definition of excellence at the Royal Court is inextricably bound with radicalism and risk. Six decades of writer-led, pioneering theatre-making at the Court have proved that the work, even when critically challenging, is always game-changing. Influential and provocative, the writers of the world demand a Royal Court that is fearless, inspiring and diverse. We measure success by the noise we make and the reach of our work – in the people we represent and play to across the UK, in the corners of the world in which we agitate, and in the civic corridors within which we resonate.

**MISSION**

The Royal Court Theatre 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.

The uniqueness of our environment enables writers to ask questions we don’t yet know need to be asked in ways we cannot yet imagine, inspiring audiences and influencing future writers.

Through the writers we strive to constantly reinvent the theatre ecology. We seek to find, cultivate, and create tomorrow’s major writers and the classic plays of the future.

We seek stories from everywhere and create theatre for everyone, and we see our audience as one of our chief collaborators.

We invite and enable conversation and debate, allowing our writers and their ideas to reach and resonate beyond the stage, and the public to share in the thinking.

 We believe the Royal Court is one of the most important theatres in the world.

**VALUES**

ACUTE + RESTLESS

We’re driven by the need to unsettle pre-conceived ideas of theatre, applying intuition and acute intelligence to every script. We involve our audience in questions about what theatre could be and how it shapes our world. We want to make theatre history now.

INTELLECT + DEMOCRACY

We’re unflinching in our intellectual bite and the stringency of our thinking.

We want to shatter the illusion that ideas are for the few, throwing open the best thinking and critical debate to a broad audience.

EMPATHY + DISRUPTION

We can’t act alone. Together, we listen, respond and adapt, offering a sustaining and vital playground for experiment and ideas. We’re bold and flexible, embracing positive disruption and the unpredictable.

**OUR WORK**

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 20 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 120,000 people visit the Royal Court every year and many more see our work offsite, online, in the West End, globally and on tour. Our unique sector-leading activity is the play development work which takes place year-round including an ongoing programme of Writers Groups for around 100 writers a year.

The Royal Court is committed to fostering an inclusive, socially just culture in which everyone feels they belong. We are an equal opportunities and disability confident employer and we seek a representative workforce for our city.

**3. ABOUT THIS ROLE**

Job Title: **Front of House Usher**

Responsible to: **Theatre Management Team**

MAIN PURPOSE

The Front of House team is the public face of the theatre, welcoming the audience and delivering excellent 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

·Assisting the Duty House Managers (DHMs) in providing a welcoming environment for all visitors to our venue.

· Ensuring the safety and comfort of members of the public and staff at all times.

· To uphold the Royal Court’s existing high standards of customer care.

· Be knowledgeable about the theatre’s programme and facilities.

· Ensuring the clean and tidy presentation of the front of house areas, checking toilets and front of house displays as appropriate.

· Deal effectively with customer complaints in a calm and efficient manner.

· Ensuring that basic daily cleaning duties are carried out and assist with other weekly responsibilities as allocated.

· Assisting other staff working on performances/events, including Box Office, Bar & Kitchen, Stage Door and Stage Managers.

· Covering evening Stage Door breaks where applicable including the monitoring of the building’s alarm systems.

· Being pro-active in Front of House sales to ensure maximum profitability and to accurately reconcile and record cash takings.

· Ensure all cash and equipment is kept safely whilst on the premises.

· Attend all scheduled training sessions.

· Contributing to the Royal Court’s active and developing access policy through appropriate understanding of the needs of all our visitors.

· Adhere to all fire, health and safety procedures to minimize the risk of injury and accidents.

· Adhere to all staff work practices, rules and regulations.

· Support the sustainable operating or our business as per our sustainability policy.

· Carry out any other duties required by the theatre in pursuance of the above objectives.

**4. PERSON SPECIFICATION**

* Previous experience of working with the general public or have the ability to deal confidently with a wide range of different people
* Excellent communication skills
* Friendly and welcoming
* Proactive and flexible approach to work
* Ability to work calmly and effectively in stressful situations
* Good team player
* Ability to use initiative and prioritise during busy periods.
* An interest in theatre.

**5. TERMS AND CONDITIONS**

Hours: The Deputy Theatre Manager aims to give every usher 3 shifts a week dependant on availability. Most shifts are in the evenings, from 6.30pm, although matinee shifts are available on most Thursdays and Saturdays. There is occasional daytime, early evening, late night and Sunday shifts available. Rotas are done monthly and ushers are asked to provide reasonable evening and week end availability.

Contract: Casual. If you have no availability for a period of four weeks, we will consider this as your notice and your contract would be ended.

Salary: £37.97 per shift (3 ½ hours), paid holiday is based on 28 days’ pro rata per annum.

Additional hours paid at £10.85. Double-time; £21.70 is payable after 11pm and on Sundays.

Notice Period 2 weeks

Pension: ESC Ltd is required by law to operate a workplace pension scheme under the auto-enrolment rules set out by the Pensions Regulator. We have chosen Aegon, to meet these legal obligations. Full details of this scheme will be made available to all those appointed.

**Benefits:**

* Complimentary tickets for preview performances, subject to availability and the Royal Court’s staff ticket policy.
* Discount on meals and drinks in the Royal Court Bar and Kitchen.
* Discount on all purchases in the theatre’s Bookshop, subject to discount policy.