**Application pack – Front of House Usher**

**ABOUT THE ROYAL COURT**

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.

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. We seek a representative workforce for our city and we warmly welcome and commit to interview applicants with protected characteristics who meet the criteria for this role.

**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.

**ABOUT THIS ROLE**

**Job Title:**  Front of House Usher

**Line Manager:** Theatre Management team

**MAIN PURPOSE**

The Front of House team, made up of Ushers, Box Office & Stage Door staff, is the public face of the theatre, welcoming the audience and delivering excellent customer service, while ensuring that health & safety and licensing regulations are upheld.

* Staff must be able to commit to at least 3 usher shifts a week, including regular weekends and ideally Thursday matinees, on a zero-hours contract.

**Responsibilities**

* 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.
* Upholding 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.

**General**

* Play an active part in development, promotion and implementation of all company policies including anti-racism, anti-oppression, representation, access, environmental sustainability and health and safety.
* Attend company and departmental meetings as required.
* Attend Royal Court productions, readings and other events when required.

This job description is a guide to the nature of the work required by the Front of House Usher and the post holder may be required to undertake other duties appropriate to the nature of the post as agreed with the Theatre Management team

**PERSON SPECIFICATION**

**Knowledge/Experience**

* Previous experience of working with the general public or have the ability to deal confidently

with a wide range of different people

**Skills/Abilities**

* Excellent verbal communication skills
* Demonstrable commitment to anti-racism and anti-oppression
* 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

**TERMS AND CONDITIONS**

Hours: Zero Hours contract. The Theatre Management Team aims to give every usher 3 shifts a week dependant on availability. Most shifts are in the evenings, often from 6.30pm, and matinee shifts are available from 1.30pm on most Thursdays and 12.30pm on Saturdays. There are occasional daytime, early evening, late night and Sunday shifts available.

Contract: Permanent. Rotas are provided monthly and ushers are asked to provide reasonable evening and weekend availability for the month ahead. 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: **£46.02 per shift (3.5 hours).** Paid holiday is based on 28 days pro rata per annum (dependent on Statutory Bank Holidays in the calendar year) which will be paid during dark periods – twice or three times a year. Additional hours paid at £13.15 per hour.  Double time is payable after 11pm and on Sundays.

**Other Benefits:**

* Complimentary tickets for preview performances, subject to availability and the Royal Court’s staff ticket policy.
* Interest free travel season ticket loan, cycle to work scheme, free life assurance
* Discount on meals and drinks in the Royal Court’s Bar and Kitchen.
* Discount on all purchases in the theatre’s Bookshop, subject to discount policy.
* Opportunities for learning and development.
* Wellbeing support with staff counselling service.