



Royal Court Theatre  
Sloane Square, London, SW1W 8AS  
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The Jerwood Theatres at the Royal Court Theatre  
The English Stage Company Limited at the Royal Court Theatre  
Registered in England & Wales company number 539332  
Registered charity number 231242 VAT number 238 9311 47

## **JOB DESCRIPTION**

### **FRONT OF HOUSE USHER**

**Permanent/Part Time**

### **ABOUT THE ROYAL COURT**

The Royal Court is the writer's theatre - the leading national and international force for championing, cultivating and supporting theatre writers. Through work on our stages alongside national and local projects, we pioneer the theatrical form, explore big ideas, empower new voices – and in doing so enrich and enliven audiences and communities through transformative experiences.

In January 2024, our new Artistic Director David Byrne took up leadership of the Royal Court. Alongside his first season as artistic director, this coming year is a key moment to re-interrogate and renew our work. We have a focus and ambition to be the most relevant, exciting and meaningful version of 'the writers' theatre' across the next decade.

The Royal Court is committed to fostering an inclusive and collaborative culture in which everyone can do their best work. We are an equal opportunities and disability confident employer. We are particularly keen to receive job applications from individuals with protected characteristics currently under-represented in our workforce, particularly including Black & Global Majority and D/deaf & disabled applicants.

### **ABOUT THIS ROLE**

**Job Title: Front of House Usher**

**Line Manager: Theatre Management Team**

### **MAIN PURPOSE**

The Front of House team, made up of Duty House Managers, 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.

The Usher has a key role in the Front of House Team and will work closely with the Box Office Manager, Front of House Manager, and General Manager, to provide excellent customer service for all Royal Court customers. **Staff must be able to commit to at least 3 usher shifts a week, including regular evenings and weekends and ideally Thursday matinees, on a zero-hours contract**

### **RESPONSIBILITIES**

**Usher**

- Assisting the Duty House Managers (DHMs) in providing a welcoming environment for all visitors to our venue.
- Always ensuring the safety and comfort of members of the public and staff.
- Upholding the Royal Court's existing high standards of customer care.
- Providing excellent customer service to patrons requiring access, being fully informed about accessible performances and the facilities available at the theatre and providing general information as and when required.
- Have a working knowledge of the theatre's programme and facilities (training will be provided).
- 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.
- Covering 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.
- Contributing to the Royal Court's active and developing access policy through appropriate understanding of the needs of all our visitors.
- Support the sustainable operating of our business as per our sustainability policy.

## General

- Contributing to a respectful and inspirational working culture at the Royal Court, including in relation to sustainability, health and safety, safeguarding and other policies; and upholding and developing our commitments and practice around anti-racism and anti-oppression.
- Attending training forums and wider organisation meetings as appropriate to feed into and collaborate on the delivery of all our work.

**This job description is a guide to the nature of the work required of a Front of House Usher. The postholder may be required to undertake other duties appropriate to the nature of the post as agreed with the Theatre Management Team.**

## PERSON SPECIFICATION

### Knowledge and Experience

- Previous experience of working with the general public and can deal confidently with a wide range of different people in a public facing environment
- Knowledge and experience of access issues/requirements.
- Knowledge of licensing and Health & Safety issues in a theatre venue.

### Abilities/Skills

- Highly organised and efficient.
- A good communicator with excellent customer care skills; being friendly and welcoming.



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- Ability to work calmly and effectively in stressful situations.
- Ability to think on your feet, find solutions and make quick decisions with confidence.
- Excellent attention to detail
- Proactive and flexible approach to work
- Good team player
- An interest in theatre and a passion for the work of the Royal Court.

## TERMS AND CONDITIONS

- Hours:** Zero-Hours Contract - The Front of House Manager aims to give every usher 3 shifts a week dependant on availability. Most shifts are in the evenings, from 6.30pm and matinee shifts from 1.30pm on most Thursdays and Saturdays. There are occasional daytime, early evening, late night and Sunday shifts available.
- Contract:** 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 will be ended.
- Salary:** £41.83 per shift (3.5 hours)
- Holiday Entitlement:** Holiday pay entitlement is 5.6 weeks per annum, pro rata, including Bank Holidays and calculated using average pay calculated across the weeks worked in the year. If you have not been employed for that long, holiday pay will be based on the average pay from your start date.
- Pension:** The English Stage Company operates a defined contribution pension scheme. All eligible staff members will be automatically enrolled after three months' service and contributions will be made at the current rates as set by the Pensions Regulator, which is 8% of qualifying earnings (3% employer/5% employee). For more details, please visit: <https://www.gov.uk/workplace-pensions/joining-a-workplace-pension>
- All permanent members of staff who have completed their probation period are entitled to join the English Stage Company's salary sacrifice pension scheme, where contributions will be matched up to a maximum of 5% of gross salary provided that the minimum total contribution under auto-enrolment rules is met.

### Other Benefits:

- Complimentary and discounted tickets for performances, subject to availability and the Royal Court's staff ticket policy.

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- Discount on meals and drinks in the Royal Court's Bar and Kitchen.
- Cycle to work and season ticket loan schemes.
- Free life insurance.
- Discretionary days leave at Christmas.
- Staff social events