

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Service: Economic Growth & Leisure

Post No: 20001033

Job Title: Casual Theatre Assistant

Grade: 1B

Reports to: Theatre General Manager – Marketing

1. **JOB PURPOSE**

To carry out specific and general tasks associated with a varied programme of events held in the Princes Theatre, Clacton on Sea. To meet the deadlines of hirers of the venue and other theatre users. At all times to act in accordance with the Licensing Act 2003.

2. **JOB ACTIVITIES**

- To serve patrons of the theatre and event guests alcoholic beverages and soft drinks in accordance with Licensing Regulations and UK Law.
- Keep a clean and comfortable environment at the place of work
- Be responsible for creating a welcoming and friendly atmosphere.
- Be required to use a till and take orders, handle cash and keep the bar clean and well stocked.

3. **OTHER DUTIES MAY INCLUDE**

- Welcoming patrons to the venue upon arrival at the theatre.
- Selling and reserving tickets utilising the box office system.
- Checking tickets at main entry doors, directing patrons to auditorium, box office, bar or toilets.
- Showing patrons to their seats.
- Regular stock takes of consumables.
- Selling show merchandise/programmes.
- Reconciling income taken from theatre sales.
- Dealing with show enquiries from the general public.
- Assist with keeping the venue clean & tidy including clearance of litter before and after performances and any resets needed to prepare venue for future events.
- Assist in ensuring the theatre is maintained in accordance with the Licensing Act 2003.
- Assist with the evacuation of the theatre's audience and customers in cases of emergency.
- Various tasks to assist with the running of the theatre including Mail shots, poster preparation etc.
- Carry out instructions given by the House Manager or Senior Staff member on duty.

4. SUPERVISION AND RESPONSIBILITIES

To attain optimum performance in service delivery within your area of responsibility.

The post-holder should seek the advice from one of the Theatre & Entertainments Managers or Appointed House managers on difficult or contentious decisions.

The post-holder will be under the supervision of the Theatre and Entertainments Managers and/or House Managers.

5. SPECIAL CONDITIONS

The post-holder will be required to work evenings and weekends.

The post-holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

Must be available to work evenings, weekends and bank holidays to meet the demands of the service and regularly commit to an acceptable number of shifts.

Willing to undertake the appropriate training to ensure that the requirements of the Licensing Act 2003 conditions are complied with

This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

PERSON SPECIFICATION

Job Title: Casual Theatre Assistant.

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

9.1 Professional and Technical Development

- a. Prepared to undertake personal development through relevant training.
- e. Engages positively with the Appraisal process.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction;
- b. Sets high standards for quality and quantity;
- c. Monitors and maintains quality and productivity;
- d. Works in a systematic, methodical and orderly way;
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

8.1 Achieving Personal Work Goals and Objectives

- a. Accepts and tackles demanding goals with enthusiasm
- b. Works hard and puts in longer hours when it is necessary
- c. Identifies development strategies needed to achieve career goals and makes use makes use of developmental or training opportunities
- d. Seeks progression to roles of increased responsibility and influence

The Post-holder should note that there are other competencies relevant to this role which may be used in the on-going appraisal of the post-holder. Please refer to the full Universal Competency Framework on the Council's Intranet and any related Career Grade Scheme for this post.