

## **Job Summary**

**Responsible to:** FOH Managers & Supervisors

**Responsible for:** Show running, Audience

**Salary:** £12.80 per hour

**Hours:** This is a casual contract. Hours are not guaranteed minimum or maximum. Shifts are fixed around performance times and start at 4 hours long at all times of the day and evening. As a business we operate 7 days a week so would expect regular availability across all days

**Holiday:** This entitlement is pro rata depending on the weekly hours agreed.

**Notice period:** As casual work no notice is required by either party

**Key objectives:** Running of the performances FOH.  
Manage safety procedures before, during and post a performance.  
Be responsible for audience members  
Communicate with Duty Technician via radio to give clearance on performance start times.  
Along with Stage Door, be responsible for managing fire panel and evacuations.  
Be responsible for managing show stops.

### **Key Responsibilities:**

Collate performance information from DM scanner stage door, Box Office, and Visting Company

Brief Head Usher and volunteer ushers of all relevant performance, audience, and building information.

Ensure all Head Usher and Volunteer ushers are aware of evacuation procedures.

Be responsible for the safety of audience members and Volunteer ushers.

Ensure safety procedures of Rose Theatre are followed and adhered too.

Manage the selling of ice-creams, programmes, merch etc

Provide excellent customer service to patrons.

Use a radio headset system to communicate with The Duty Technician, Head Usher and volunteer ushers

## **Job Description**

Arrive 45mins before the ushers' call time: usually 12.30pm for matinee or 5.30pm for an evening performance.

Collate performance information from DM scanner, stage door, Box Office, and Visting Company. Including – show times, trigger warnings, merch info, audience info, building activity etc.

Check all building exits, inc and especially fire exits, are clear and unobstructed.

Request fire panel to be turned to 'performance mode'

Walk around auditorium – make sure there is nothing blocking exits, nothing left on or under seats, cleaners have cleaned all areas, booster cushions are out if needed.

### **Briefing the Ushers**

- Introduce yourself and your role, ask HU and then ushers to introduce themselves.
- Allow HU to announce positions
- Brief ushers on the show name, running times including latecomer points and interval, audience numbers, any patrons we're aware of with access requirements and any extra information (e.g. warnings)
- Inform them of any other activity in the building taking place i.e. classes.
- Go through any additional information such as, whether we are selling any merchandise / ice creams.
- Explain who in the building is first aid trained.
- Ask HU to run through safety and security questions.
- Allow time for any questions before everyone gets into positions.

## When the house is open

- Along with the HU, check foyer ushers can use their scanners and that they are working ok.
- If applicable, make sure the red pod is in place for programme selling and check that the usher/s has sufficient stock / PDQ machine etc.
- Set up blue pod in foyer for bag checks.
- Do a headset check
- Liaise with duty tech to open house, radio all ushers on doors to open their inner and outer doors, as the house is now open. At this point, duty tech will give their FOH announcements, so the audience knows that doors are open and they can take their seats.
- Go into the auditorium to check all auditorium FOH doors are open.
- Roam around the theatre checking everyone is ok.
- At performance start time, check audience are seated, when ready ask ushers to mind the closing doors, and give Duty tech clearance to start performance.

## During the first act

1. Stay near the foyer/cafe and assist with any latecomers.
2. Start filling in show report

## Interval

- If 5-minute warning given by tech, make sure to tell bars and then prepare for interval.
- Remember to re-enable the door magnets by pressing the button by the foyer.
- Roam around the FOH areas, keep an eye on the stage and that no audience are sitting on it
- Have an usher on foyer watch for drinks being taken outside.
- At the end of the interval, close doors and give clearance to duty tech in the same way as before.

## Once the Audience is back in

- Collect PDQ machine and receipts for ice cream from HU / ushers and give to bars to be put through the till.
- Continue show report
- Do a building walk around checking everything is ready for the end of the show.
- Again, ensure that the door magnets are enabled in time for the end of the show.

## End of Show

- Be in stalls in the auditorium so that you can see all levels, prompt ushers over the radio if necessary about asking audience members to make their way out. Once all of the audience are out, radio HU to close inner and outer doors so tech can re-set the auditorium.
- Over radio, thank all ushers for their help.
- Check with the Head Usher for any feedback from ushers
- After all ushers have left and usher area has been tidied, let the HU go.
- Complete show report and email to distribution list
- Check stalls fire exits are closed properly
- Once all public are out lock the front door using both the control panel and key (key is in FOH office key cabinet) then return key to stage door on your way out.
- Radio SD to come out of performance mode and announce when coming off of radio.
- Return scanner and radio to charging docks in usher area.
- Close door to the FOH cupboard.
- Check bar staff have all left and if so that the bar lights are turned off
- Sign out

## **Person Specification**

### **Essential Skills**

- Previous experience in a FOH dept in a performing arts venue
- Great people skills, a polite, personal manner, and a willingness to help and support others.
- Ability to work well as part of a small, dedicated team
- To be flexible in terms of hours, days and shifts
- Strong communication and inter-personal skills
- Good time-management skills and ability to multi-task

### **Desirable Skills**

- Previous experience in a FOF dept in a performing arts venue
- Experience in customer service
- A cheerful disposition and a sense of humour
- Experience in fire alarm systems
- Experience with radio headsets
- Experience in working with volunteers
- First aid trained.