
CASUAL HEAD USHER & TICKETING ASSISTANT

Job Description

Department:	Operations & Ticketing
Responsible to:	Front of House & Events Manager / Head of Operations and Deputy Ticketing Managers/Ticketing & Customer Insights Manager
Responsible for:	Volunteer Ushers
Contract type:	Casual
Rate of pay:	£11.44 per hour

ABOUT ROSE THEATRE

Founded by Sir Peter Hall and modelled on the original Elizabethan Rose Theatre on London's Bankside, Rose Theatre is the largest producing theatre in Southwest London. Our artistic programme is at our core. Creating a combination of in-house productions and co-productions each season, we produce work that reflects the highest standards of artistic excellence and attracts celebrated actors and directors.

Our vision is to be a world class producing theatre for our part of London and beyond, which is famous for drama, fully engaged with the local community and financially sustainable.

We aim to:

- Entertain Audiences
- Elevate Artists
- Empower Communities
- Offer Something for Everyone

We are supported by the Royal Borough of Kingston and Kingston University as well as several individuals, Trusts, Foundations, and corporate sponsors. With no regular funding from Arts Council England, the Rose depends on Box Office income to flourish.

Chief Executive
Robert O'Dowd

Artistic Director
Christopher Haydon

Advisory Associate Director
Sir Trevor Nunn

Rose Associate Artists
Jane Asher
Lucian Msamati
Niamh Cusack
Melly Still

ABOUT THIS JOB

Working across both Ticketing and Front of House & Operations Departments, the primary function of this dual role is to ensure a safe and welcoming environment for all visitors to the theatre.

As a Head Usher you will support the Duty Manager in the running of performances and events throughout the building. Be responsible for supporting a team of volunteer ushers, the Head Usher will ensure that they are equipped for their roles and responsibilities.

As a Ticketing Assistant you will support the Deputy Ticketing Managers in the day to day running of the ticketing office. Communicating with customers across the different channels (phone, in-person and by email) in operation to delivering clear and concise information and assistance at all times.

Both roles are key first points of contact for all audiences and visitors and will be responsible for providing the highest level of customer service across both front-facing departments.

DUTIES AND RESPONSIBILITIES

As Head Usher;

Venue & Customer Care

- To steward public areas of Rose Theatre and any temporary spaces in which the company may perform.
- To proactively support the access needs of audiences
- To receive and monitor audience feedback and report on feedback to the FOH & Events Manager.
- To assist with the set up and preparation for events within Rose Theatre.
- To ensure that before and during performances all front of house areas (including toilets) present a clean and inviting appearance. This includes publicity displays, leaflet displays, and making cast lists and programmes/playtext readily available, where appropriate.
- To resolve customer issues and problems professionally, escalating promptly to the Duty Manager or FOH & Events Manager when appropriate.
- To consult and assist other departments regarding Front of House arrangements and staffing for functions (e.g. Development Evenings, First/Last Night Parties etc).
- Provide feedback and input into the Front of House operation of the building, including the cleaning and maintenance services.

Staff supervision

- Assist with the delivery of in-house training.
- Motivate volunteer ushers to ensure agreed targets are met.
- Ensure ushers are properly informed and prepared, for each performance.
- Support policies designed to uphold staff safety, wellbeing, development, and training.
- Ensure compliance with relevant legislation.

Administration

- Assist in the completion of the stock control and ordering systems
- Use Artifax & Spektrix to monitor, plan and deliver a high standard of service for all events in Rose Theatre.
- To be responsible for cashing up and to assist with the management of the EPOS and associated systems as instructed by the FOH & Events Manager.

Health & Safety, Fire Safety & Security

- To be responsible for safety and security when on duty, being familiar with and carrying out the Local Authority regulations and ensuring that the Rose Theatre, Kingston's own Health and Safety Policy is adhered to.
- Work safely and encourage and require others to work safely in accordance with the Health & Safety Policy.
- Ensure that the Accident Book is kept up-to-date and that all accidents are immediately entered into it.
- Support the management of the day-to-day health and safety in line with the H&S Policy, emergency procedures and operational plans including acting as a fire marshal and undertaking evacuation and emergency management duties and complying with fire safety legislation requirements.
- To be a trained First Aider (training will be given for this if necessary)

Merchandise and Trading

- To staff and organise the merchandise and trading operations within the theatre.
- To proactively drive sales of ice creams and merchandise when provided.

As Ticketing Assistant;

Customer Service

- Provide excellent customer service, in person, on the telephone and in email communications.
- Be fully aware of the company and venue's activities and programme of events at all times.
- Attend Rose performances regularly in order to gain an understanding of the work and to better inform customer enquiries.
- Deal with all general enquiries relating to performances and the venue: in person, on the telephone and by email.

Box Office Operations

- Process ticket sales for all productions at the Rose, and other venues as required, using a computerised box office system (currently Spektrix) in person and over the phone, as well as bookings received by email.
- Ensure that your Box Office takings are reconciled at the end of each shift and that all related paperwork is accurately completed and submitted.
- Update the theatre's database and recording patron information as required by the Ticketing Manager, in compliance with the Data Protection Act.
- Keep fully informed regarding events, ticketing offers and pricing structures.
- If requested attend Box office team meeting and marketing briefings, as and when required.

Sales

- Actively promote Marketing and Development department campaigns, as required.
- Promote Membership and Donor bookings and support developing these relationships from a Box Office perspective.
- Carry out telesales campaigns as and when required.
- Be confident in dealing with enquiries about group bookings and escalating to senior staff to process accordingly.
- Be confident with finding opportunities within the sales process to upsell additional products or packages (e.g. ice creams, programmes other events as part of a multibuy or relevant partner offers) in guidance with Senior Management.

General

- Ensure that the Rose Theatre, Kingston policies, including Health and Safety, Access and Equal Opportunities are adhered to in FOH operations.
- Be responsible for undertaking training and development as required to meet the needs of the organisation.
- Be an active and supportive member of Rose Theatre staff team, promoting the values and behaviours set out in key policies and procedures including promoting diversity and inclusion.
- Any other reasonable duties that arise to fulfil the objectives of the Rose Theatre, Kingston Theatre Company.
- Adhere to the requested dress-code dependent on season.

Please note this job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating the main areas of activity and may be amended in consultation with the post holder as the role develops and/or priorities and requirements change.

PERSON SPECIFICATION

Essential skills and experience

- Excellent written and verbal communication skills.
- Experience of interacting with and engaging with members of the public.
- Excellent interpersonal skills, a polite, personable manner, and a willingness to help and support others.
- Excellent time-management skills and ability to multi-task.
- Ability to work on own initiative, problem solving skills and flexibility.
- Excellent organisational skills.
- Ability to work well within a team.
- High standard of written and spoken English.
- Flexibility and good availability in terms of hours, days and shifts.
- Regular weekend and evening availability.
- Available to work over the Christmas period and other public holidays.

Desirable skills and experience

- Knowledge of & experience of implementing health and safety legislation and policies.
- Experience of motivating a team of staff.
- Strong knowledge of Ticketing Office procedures and processes.
- Previous experience in a performing arts venue.
- Experience of using Artifax, Spektrix, EPOS Now and CrowdEngage.
- First aid trained.
- Good IT skills.
- Experience operating fire detection systems.
- Experience using radio communication systems.
- Experience working with volunteers.

CONDITIONS

Location:	Based in primarily Rose Theatre but may be requested on occasion to work at external venues local to the theatre.
Holiday:	Holiday pay is accrued at the rate of 12.07% of gross pay and is paid upon request.
Probationary period:	This is a casual position. Hours are not guaranteed minimum or maximum. Shifts are scheduled around performance times and may be required at any time of the day and evening. We operate 7 days a week and expect regular availability across all days.
Notice period:	No notice required by either party.
DBS check:	You must tell us about any unspent criminal convictions when applying for this job. We may undertake an enhanced Disclosure and Barring Service check if appointed. If you don't disclose information relating to unspent convictions, we will withdraw any offer of employment that we may subsequently make or terminate your employment.
References & right to work	Any offer of employment will be subject to the receipt of two satisfactory references, one of which must be from your most recent employer or professional contact. You must have the right to work in the UK.