

## Front of House Assistant

**Hours of Work:** Minimum 2 hour shifts, as needed. Weekend and evening availability are a must.

**Contract:** Self Employed / Contract for services

**Pay:** £10.85 p/h (London Living wage)

**Reporting to:** Duty Manager, Artistic Director, Music Programmer

### Background

Poplar Union is a community and arts space, situated in Poplar between the Limehouse Cut and Bartlett Park.

We aim to be the creative heart and soul of Poplar, showcasing and nurturing the untapped creativity in our community and programming inspiring, life-enriching events and performances for a diverse audience.

Our goal: to empower, educate and bring people together, making Poplar Union a destination for all.

Poplar Union is an anti-racist and LGBTQIA+ lead organisation based in Tower Hamlets, and we strongly encourage applications from BAME, LGBTQIA+ and Tower Hamlets based individuals.

### Purpose of the Role

- Providing excellent customer service, welcoming customers and dealing with any issues as they arise
- Ushering and managing audience flow during events
- Selling tickets to shows, workshops and classes
- Being available as a resource to customers, offering up-to-date information, correct directions and effective assistance as needed

### Principal Responsibilities

Specific responsibilities include, but are not limited to:

- Supervising the public before, during and after performances [in line with PU's covid-related safety measures]
- Representing Poplar Union to its audience and ensuring their comfort, enjoyment and safety
- Selling drinks (alcoholic [checking IDs] and non-alcoholic) and snacks from the PU pop-up bar.
- Checking customers' tickets and concessionary ID before performances and workshops
- Working at the Box Office, selling tickets and offering information as the first port of call for customers



- Dealing with customer complaints quickly, confidently, effectively and appropriately
- Ensuring front of house is kept clean and presentable at all times
- Distributing and disseminating all relevant show material and information to the audience
- Being familiar with the fire alarm system and Emergency Evacuation Procedure (training will be provided), in order to take responsibility and implement these systems while on duty
- Paying attention to customer care for patrons with access needs and disabilities
- Complying with the venue's Health and Safety policy and other relevant policies

## Person Specification

### Previous Experience

- Previous customer service experience is essential
- Previous front of house experience highly desirable

### Knowledge

- Working knowledge of box office systems and familiarity with theatre ticketing systems would be preferable, with knowledge of Spektrix highly desirable
- An interest in and knowledge of arts, culture, wellbeing and community is desirable

### Skills/Competencies

- Ability to take responsibility and make quick, informed operational decisions when required
- Ability to think quickly, prioritise and multi-task within a fast-paced environment
- Excellent customer service skills and a good sense of humour even under pressure
- Flexibility and the ability to adapt to changing circumstances
- Good spoken and written English
- Ability to engage confidently and pleasantly with a wide range of people
- Ability to work constructively with and support the rest of the Front of House team
- Ability to handle money and accurately record sales
- Excellent organisational skills
- Willingness to work evening, weekend and occasional Bank Holiday shifts

### Personal Qualities

- Creative and engaged
- An enthusiastic team player
- Has a demonstrable commitment to engaging local communities with art, culture and wellbeing activities

To apply, please send a CV and covering letter to Beth at:  
[info@poplarunion.com](mailto:info@poplarunion.com).

Deadline to apply is 8am, Monday 21st June 2021.

Interviews will take place between 23<sup>rd</sup>-30<sup>th</sup> June [ideally in person, but potentially via Zoom if required], ready for a July start date.

