

## Front of House Assistant – Role Specification

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|-----------------|---|
| Line Manager:   | Front of House Manager  |
| Responsible to: | Duty Manager/Visitor Experience Manager   |
| Hours:          | Variable. All members of the Minack team are required to work weekends and some evenings during the theatre's season. |

To assist the Front of House Manager with:-

1. The seating of audiences before performances in all areas of the theatre.
2. Checking customers' tickets and ensure they are seated in the correct seats
3. To offer excellent levels of customer service to the audience
4. Providing customers with information about the Theatre and give relevant directions.
5. Dealing effectively with members of the public to ensure their safety and that of others while on site.
6. Understanding how the theatre works before, during and after performances in order to be able to answer questions from the public.
7. Understand how the evacuation of the theatre under the Trust's Evacuation Policy works
8. Ensuring audience members do not stray onto the stage, particularly before the performance, during the interval and after the performance.
9. Monitoring the audience during the performance, bringing any problems to the attention of the Duty Manager.
10. Clearing any litter before, during and after the performances.
11. Assisting with the restocking of the retail outlets before, during and after the performance.
12. Assisting in the Terrace during the pre show and interval.
13. Helping with the building of or dismantling of the band tent and assisting with the carrying of sets for productions.
14. Any other duties as may be reasonably requested by the Front of House Manager.

A key element of this role is to offer friendly and courteous service to customers at all times. This is a very active role outside working in all the elements.

In addition, as with all roles at the Minack, you must be conversant with the Trust's Health & Safety Policy.