



Job Description		
Job Title	Front of House and Bar Staff	
Responsible to	Front of House and Box Office Manager	
Department	Redgrave Theatre	
Purpose of job and primary objectives	To assist the Duty Manager to implement the health and safety of all Visiting Companies, Clifton College Students, Audience Members within the Redgrave Theatre	
What we are looking for:		
	<p>Key Traits:</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> • Warm and friendly personality • Self motivated and able to work as a team and using own initiative. • Enthusiastic and passionate about theatre. 	
	<p>Key Qualifications:</p> <ul style="list-style-type: none"> • Level 2 English and Maths. 	
	<p>Key Skills, Knowledge and Experience:</p> <ul style="list-style-type: none"> • Previous bar or customer service experience • Good communicator • Able to offer a consistently high standard of customer care • Enthusiastic team worker with excellent interpersonal skills • Ability to use your initiative and prioritise tasks • Ability to work well under pressure • Accurate cash-handling skills • Basic knowledge of health and safety and/or hygiene issues is desirable • Experience of working in a customer focused organisation • Excellent Customer Service skills • Excellent communication skills • The ability to work evenings, weekends and Christmas 	
Duties and responsibilities:		
	<ul style="list-style-type: none"> • Setting up the bar for performances • Serving audience members whilst adhering to licensing • Re-stocking fridges + stock rotation • Cleaning bar after service finishes 	

- Attending regular staff training sessions to comply with company health + safety policy
- Ticket checking and ushering
- Assisting access patrons as required
- Supervision of patrons during performance, including assisting latecomers
- Sale of programmes, merchandise and ice cream as required
- Ensuring the auditorium, foyer and external areas are clean and tidy before and after performance
- Helping with Box Office as required by Theatre Management
- Any other duties as required by Management
- Implementing fire evacuation procedures under the supervision of the Duty Manager

Values and behaviours

- Uphold Clifton College's values
- Act as a role model for all Clifton employees
- Support the College in embedding our values and desired behaviours in order to promote a positive, respectful, compassionate, and inclusive culture and working environment

Equal Opportunities

- Maintain an up to date knowledge of Equality and Diversity legislation and the organisation's Equality and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff.

Safeguarding

- Maintain an up to date knowledge of Safeguarding legislation, and the College's safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff.

Health and Safety

- Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College's Health and Safety policies and procedures are fully implemented and adhered to as applicable, particular with regard to the recruitment and retention of staff.

Professional Development

- Maintain and update your own knowledge and skills inline with legislation and the needs of the role.

