

## Front of House Assistant

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Located in Glasgow's Merchant City, Tron Theatre consists of a 230-seat auditorium, a 75-seat studio/rehearsal space, two 60-seat rehearsal/event spaces, dressing rooms, a 'get-in' area, a box office and office accommodation for administration and production staff.

Tron Theatre is both a producing and receiving theatre. We produce four Tron Theatre Company shows a year as well as delivering a busy programme of visiting work to include drama, dance, music, and comedy.

As Front of House Assistant, you'll be contributing to the creation of a welcoming, informed and inspiring atmosphere for visitors to the Tron. The role is a very public one and a high degree of competency when dealing with customers is expected as well as a keen interest in the arts and the ability to work within a team environment. This is a chance to join a dynamic organisation that is dedicated to promoting and supporting the arts in your community.

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Team:	Audience Operations The team comprises of 1 Head of Venue Management, 5 Duty Managers, 4 Box Office & Reception Assistants, 16 Front of House Assistants and 5 Café/Bar Assistants.
Responsible to:	Head of Audience Operations & Duty Managers
Responsible for:	Not applicable to this role.
Location:	The job is based within Tron Theatre, Glasgow City Centre Note: Remote/hybrid working is not available for this position
Contract Type:	Casual Contract
Working Hours:	Variable – As and when required
Remuneration:	£12 per hour A minimum call time of 3.5hrs applies to this position.
Holidays:	Not applicable to this role. Holiday pay is accrued based on hours of work.
Pension:	Tron Theatre is part of the UK Government auto-enrolment scheme.

# Key Responsibilities

## Key Tasks

- To ensure the comfort and safety of the general public at all times
- To present a welcoming, courteous, helpful and efficient service to all customers and visitors
- To be pro-active on behalf of the Tron in the areas of customer care and front of house sales.
- To maintain the secure and accurate handling of all monies in keeping with the theatre's financial procedures.

## Public Comfort & Safety

- To liaise with the Manager or Duty Manager for event briefing.
- To adhere to all procedures for theatre events, performance studio workshops & events, Victorian Bar events, foyer events and any other Tron activities.
- To be familiar with the Tron's fire & evacuation procedures and to attend all emergency and evacuation drills and training in order to be able to carry out emergency procedures correctly.
- To be responsive to any other emergency that may occur and to react with calmness, speed and efficiency.
- To uphold best practise for customer care throughout the Tron around performance times.
- To ensure all Housekeeping duties are carried out to maintain the best environment for customers.
- To ensure all Health & Safety policies are adhered to with regard to all front of house activities.
- To be familiar with the Tron's products and facilities and in particular with current and future shows and events in order to assist the public with queries and to promote the work and image of the theatre.
- To carry out other tasks as and when required.

## Customer Care & Sales

- To ensure the customer care policy is adhered to at all times.
- To welcome visitors to the theatre.
- To adhere to welcoming procedures and maintain good customer relations with all customers.
- To ensure all front of house displays are kept in order.
- To sell ice creams, confectionery, programmes and merchandise to the general public.
- To ensure the accurate accounting of sales and takings, using the till facilities provided and in keeping with the theatre's financial procedures.
- In accordance with Environmental Health Regulations to observe a high standard of cleanliness and hygiene and of general tidiness in the theatre and related public areas and to maintain the best possible personal practice, in matters of hygiene, security and tidiness.
- To be aware of the need for maximum profit contribution from the front of house operation and to be vigilant in matters such as wastage and keeping losses to the minimum.

## General

- To cover Ushering shifts as required, ensuring that you maintain good knowledge of the rota.
- To wear the Tron Theatre's uniform at all times on duty and to maintain a good standard of personal presentation in line with guidelines.
- To understand the role of the Box Office team and be able to work with them to maximise communication.
- To undertake training as required in health and safety, first aid and fire marshalling.
- To clear the performance spaces of litter and prepare them for the next event or performance audiences.
- To represent the goals and objectives of the Tron.

# Key Skills

## ESSENTIAL

- Outgoing, friendly and courteous manner.
- A good track record of customer care skills.
- Experience of working in the arts, or in a customer care environment.
- An understanding of the basic principles of event management.
- Excellent verbal and communication skills.
- A willingness to learn.
- Ability to organise, prioritise and use initiative.

## DESIRABLE

- Interest in and awareness of current trends in contemporary theatre audiences.
- Experience of front of house work.