

Performance Attendant
Theatr Clwyd
Job Description

Family: Experience
Responsible for: N/A
Reports to: TBC
Grade: OP2

Job Purpose

To welcome all visitors to Theatr Clwyd ensuring they feel welcome and are safe at all times, delivering first class customer service at all times.

Key responsibilities

- To usher events and activities at Theatr Clwyd and on occasion offsite, giving directions, knowledgeable advice, checking and scanning tickets and carrying out emergency procedures when required.
- To lead and support the Volunteer Ushers on shift
- As part of the Visitor Experience team, you may be required to work in other Visitor Experience areas subject to availability and necessary training.

Customer Service

- Provide a warm approachable welcome and aim to provide a service that exceeds the expectations of our visitors.
- Be well informed of Theatr Clwyd policies and procedures, facilities and events to be able to provide a knowledgeable service.
- Ensure you and your area of work are well presented and safe, reporting any issues to a manager.
- Anticipate issues and be a proactive member of the team.
- To have a knowledge of all shows and events taking place in Theatr Clwyd and to be able to provide relevant and up-to date information to patrons on request

Ushering

- Check and scan tickets and ensure only valid ticket holders gain admittance to the defined areas.
- Be familiar with the varying access requirements people may have; providing reasonable assistance and ensuring their experience is as inclusive as possible.
- Greet and attend to latecomers, following the performance's latecomer policy.
- Direct people to their seats within the auditoria and monitor audience behaviour, providing assistance and, where possible, resolving issues.
- Be confident with the emergency procedures and all fire exit routes and to be ready to implement procedures if necessary.
- Promptly report any incidents to management or first aiders.

- Conduct assigned checks with attention to detail, reporting any health & safety, security and presentation issues to the Duty Management Team
- Assist with clearing litter, in order to maintain a clean and safe environment.

Safety and security

- Complete regular checks on emergency exit & routes to ensure they are free from obstructions
- Identify, act on or report and risks that might arise before, during and after shows/events.
- Support the Performance Duty Manager organising evacuation or invacuation of audience and team members safely if an event arises

Sales

- Sell ice cream, programmes and any other items as required, keeping sales areas, as well as stock room areas, tidy.
- Accurately keep stock, handle cash, take card payments and scan vouchers.
- Responsible for correct reconciliation of all sales and stock.
- Assist with stock movement and arrangements.

Other

- Undertake reasonable administration work when required.
- Attend meetings and training sessions as required.
- Carry out any reasonable requests as required by Visitor Experience Management
- Required to work evenings and weekends, including Sundays, when rostered.

Essential

- Commitment to and proven experience of providing excellent customer service to a wide demographic.
- A commitment to providing an inclusive environment to colleagues and visitors.
- Confident in selling and able to accurately reconcile takings and stock.
- Excellent verbal communication skills.
- Able to use technology such as point of sale software, ticket scanners and communicate via video calling. Willing to learn new technologies as these are implemented.
- Well-presented, organised, with an eye for detail, excellent time keeping and a record of being reliable.
- Ability to keep calm under pressure.
- A confident and positive outlook with a solution-focused approach.
- Good time management and the ability to multitask

Desirable

- An interest in performing arts,
- Previous experience of working in a similar customer service environment.
- Knowledge of, or willingness to learn about, the community local to Theatr Clwyd.
- First Aid trained.
- Spoken and written Welsh.
- Good knowledge of promotional techniques, sales techniques and marketing.
- Full driving licence.