

# WESTON-SUPER-MARE TOWN COUNCIL

## JOB DESCRIPTION

**Post:** Casual Staff (Theatre)

**Responsible to:** Section Supervisor

**Hours:** Variable

**Salary:** NMW

### Management and Relationships

Working as part of a team to provide theatre services and supporting the overall aims and objectives of the Blakehay Theatre.

### Responsibilities and Objectives

- To provide front of house duties for the theatre performances & events, as and when required.
- To be a proactive team player in promoting the theatre to our customers and hirers.

### Theatre Bar

- To sell refreshments, including alcohol in accordance with Council Policy.
- To be responsible for accurate cash handling, till input and readings and compliance with end of day procedures.
- To set up stock and restock fridges as directed.
- To ensure that the bar area is clean and tidy and cleared of all bar equipment at the end of the show/session.
- To wash, dry and put away all used glasses, crockery, tea/coffee pots and utensils at end of each session/show.

### General Duties

- To welcome members of the public on arrival in a professional and polite manner.
- To check tickets and show people to their seats, (when required)
- To check toilets for sufficient supplies.
- To hand out advertising and leaflets as people leave to promote future productions.
- To comply with Council record keeping procedures in relation to finance and administration.
- To adhere to Council Policies and Procedures in regard to Health and Safety, Equality and Diversity and Safeguarding.

- To respond to reported incidents and complaints and attend to emergency calls and major incidents according to designated procedures as directed.
- To provide accurate and timely advice, information and assistance in a professional and courteous manner as a representative of the Council, as required.
- To build up good working relationships with the Blakehay staffing team by ensuring good communication and co-operation and participating in team meetings.
- Make suggestions and contributions as part of a team to the improvement and development of the facility.
- To be prepared to assist colleagues in the general running of the theatre, this may include customer service, caretaking and housekeeping.
- To undertake relevant, identified training.
- To undertake such other duties as should be reasonably directed by the Section Supervisor/Theatre Duty Manager.