

**Job Description**

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| **Job Title:** | Casual Usher |
| **Reports to (Title):** | Duty Manager |
| **Bottom Line (Name):** | Duty Manager Supervisor |
| **Hours of Work:** | Shift patterns are: Monday-Saturday 14:00-17:00 or 18:00-22:00. Occasional Sundays  \*Please note Sunday shifts will be paid at an additional 0.5 per hour.  \*\*Shift times above are guidelines as shifts may vary, depending on performance times. |
| **Salary Range** | £13.23 p/h Casual Agreement |

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| **Prime Function of Role:**  RADA are seeking a diligent usher to welcome and tend to our guests. As an usher, you will be required to check patrons' tickets, assign their seats, and provide guests with information such as program details and the location of the facilities, refreshments, and emergency exits.  To be a successful usher, you should have a pleasant demeanour and excellent interpersonal skills. You should be able to easily identify guests' needs and provide exceptional customer service. |

**Accountabilities & Tasks**

* Welcoming guests in a polite and friendly manner.
* Checking and scanning tickets and directing guests to their seats.
* Distributing programs, brochures, and other materials.
* Informing guests about the location of the restrooms, refreshments, and exits.
* Tending to guests' comfort and assisting them with any questions or problems.
* Assisting patrons with disabilities or other impairments, as needed.
* Monitoring the guests' activity to ensure the safety of the event.
* Enforcing theatre rules and relevant health and safety regulations.
* Ensuring that the customer facing spaces are neat and organised.
* Following all emergency protocols and guiding audience members to the exits in an orderly manner, in line with RADA’s emergency evacuation procedures.
* Ensuring that the cloakroom is managed, in a tidy and professional manner, following the cloakroom procedure.
* Following the Usher procedure manual, as directed by the Duty Management Team
* Uniform is a RADA branded t-shirt, along with black trousers and plain black shoes.

**Health and Safety**

* Hold a key role in evacuation procedures, being a Fire Warden, taking part in drills and emergency evacuations, following correct procedures
* Operate the alarm panels and take any required action; complete checks to ensure that exit routes are clear.
* Operate the lift, refuge point and accessible bathroom alarms as required.
* Ensure that Health & Safety, fire, and other procedures are followed to protect RADA’s audiences, staff, and property.
* Sanitise shared workspaces and shared items before and after use. Ensure you are always visible.
* Health & Safety training will be provided in line with company policy.

**General**

Contribute to the development and culture of RADA, attend RADA training and staff events as and when required (including but not limited to annual staff conference and termly town hall meetings).

Take on any additional duties and responsibilities which may be reasonably expected within the terms of contract.

Excellent time keeping and ability to work shifts.

* Ensure you read and follow Operations Department SOP’s and any policy documents alongside RADA’s relevant policies to the department.
* Promote Equality, Diversity and Inclusion at all times and ensure they are at the forefront of your thinking when undertaking your responsibilities.
* Comply with GDPR regulations regarding protecting personal data.
* Comply with Health and Safety legislation and ensure you are up to date with RADA’s Health and Safety Policy.

By accepting a role here, you are acknowledging a commitment to RADA’s values and mission, and a willingness to contribute to the ongoing development of the same.

**Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** |  | * A-Levels, or equivalent relevant experience. * Qualified First Aider/Fire Warden |
| **Knowledge** |  | * Working knowledge of the theatre /entertainment industry and venue receptions. |
| **Skills/Abilities/**  **Competencies** | * Clear and articulate communication skills. * Proactive and ability to exercise strong initiative. * Able to follow critical procedures in detail. | * Problem solving. |
| **Experience** | * Customer Service experience. * Experience of responding to customer requests and complaints. | * Experience of Spektrix Box Office system. * Dealing with issues around security |
| **Personal Attributes** | * Excellent organisational skills and attention to detail. * Good communicator logging and sharing information. * Team player. |  |