



**Job Title** Front of House & Cloakroom Assistant

**Reporting To** Front of House Manager, Duty Manager

## **Background**

The Buzz is an exciting new purpose-built, fully flexible performance space, focussing on immersive and interactive theatre. The venue will be a destination for leading creatives in this exploding art form to meet, network and develop new ideas and productions.

The Buzz will also be a community hub for local students, schools and residents, offering specific opportunities to develop and learn new skills in the world of interactive and immersive events.

The Buzz is being built as part of Mercato Metropolitan, a vibrant and popular undercover market destination in Borough.

## **Purpose of the Role**

- To assist with the smooth running of The Buzz's front of house operations.
- Alongside the wider team, maintaining an excellent customer experience.

## **Responsibilities**

### Duties

- Welcome audience members, check tickets, assist with enquiries and direct audience towards the performance space.
- Sell programmes or merchandise pre and post show.
- Ensure all public areas are presentable, welcoming and safe at all times.
- Ensure all FOH displays and merchandise are tidy and well stocked.
- Assist with the efficient evacuation of the venue in the event of emergency.
- Depending on the performance, guide audience members through the experience.
- Providing feedback to Front of House manager about the customer experience, including but not restricted to, temperature, sightlines, quality of sound and flow of audience through the experience.
- When working in the cloakroom, manage payments and cashing up, following cloakroom procedures.

### General

- To always act in the best interests of The Buzz.
- To provide excellent customer service to all visitors to The Buzz.
- To be knowledgeable about The Buzz's customer offering.
- Adhere to The Buzz's policies including Equalities, Sustainability and Health and Safety.
- Any other duties as reasonably required.

## Person Specification

- The ability to function well under pressure in a fast-paced immersive theatre environment.
- Excellent people management skills, with experience of successfully managing and motivating teams.
- An understanding of access and disability issues.
- A skilled and confident communicator (both verbal and written).
- Commitment to high level of customer service.
- Keen interest in the arts, and in particular the objectives of The Buzz.

## Terms & Conditions

Hours                   Hours are flexible depending on our programme.  
You must be available to work evenings and weekends.

Starting Date       November 2018

Salary               £8.75/hr plus holiday pay

Contract Type     Casual

## Application

Please send a current CV and cover letter to [recruitment@thebuzz.london](mailto:recruitment@thebuzz.london)

Closing date: 26<sup>th</sup> October 2018

Interviews will be held week beginning 29<sup>th</sup> October 2018