



A R T S T H E A T R E

HH Productions Ltd is a creative group of companies, working across live entertainment, hospitality and lifestyle. We are renowned for producing world-class immersive and traditional theatre and providing services to the live entertainment industry, as well as managing venues including the Arts Theatre.

The HHE group creates amazing experiences, from productions to marketing campaigns and from ticketing to merchandising. Our companies share values of **quality, innovation, welfare and equality**.

We are keen to attract a diverse applicant pool, and we are aware that some under-represented groups can be less likely to apply for jobs unless they are sure they comfortably meet all the criteria. With this in mind, we encourage all potential candidates to reflect on their strengths and experience in the broadest sense, including transferable skills where appropriate, when considering their suitability for the position. In all cases, we will select the best candidate for the role.

We value doing good things with good people and believe that the work process is as important as the outcome of the work itself. We're focused on finding team members with personality, enthusiasm, spirit and loyalty, who want to make work fun and make fun work. Skills can be taught and progressed: what matters at Hartshorn - Hook is the spirit and attitude of the team.

Position: Front of House Assistant

Responsible to: House Manager, Theatre Manager

Rate of Pay: £13.42 per hour

Hours: Part time

Closing Date: Sunday 21st June

Key Responsibilities

- Delivering the highest standards of customer care at all times through a pro-active, welcoming and friendly manner. Using your initiative where appropriate and problem-solving whilst maintaining a calm and warm manner.
- Ensuring the venue is presented to the highest possible standards in terms of cleanliness and maintenance. To report any maintenance issues to the Duty Manager as soon as possible so a resolution can be quickly sought.
- Carefully checking tickets of customers, ensuring they are at the correct show and area of the theatre in a friendly and helpful manner.
- Supporting access patrons before and during performances, responding to individual requirements with professionalism, sensitivity, and care.
- Supporting the venue commercially by pro-actively selling various products in a charismatic and energetic manner.
- Promote and contribute to an inclusive, welcoming, and accessible environment for all patrons, ensuring every guest feels respected, supported, and valued throughout their visit.
- Protecting the performance, ensuring there is no photography, videography and disturbances to the audience and performers. Carefully balancing the requirement of delivering an exceptional service with the wishes of the company.
- In the event of an emergency, you will be responsible for the safe evacuation of all customers within the building. You will need to be ensure you are pro-active in the safety of the audience and your colleagues and reporting any issues in an efficient, calm and professional manner.

How to apply

Please send a CV and cover letter telling us how you meet the job description and why you are interested in the role. Please send to housemanager@artheatrewestend.co.uk

If you have any access requirements or you would like to speak to us about ways of making your application (e.g. a video application) or interview process more accessible, please do not hesitate to contact us on housemanager@artheatrewestend.co.uk or 020 7836 8463