



CUMBERNAULD THEATRE TRUST
Venue Assistant
RECRUITMENT PACK & JOB OUTLINE

CUMBERNAULD THEATRE TRUST (CTT)

Venue Assistant

RECRUITMENT PACK & JOB OUTLINE

Background Information

Cumbernauld Theatre seeks a Venue Assistant to join our vibrant team in the brand-new performing arts venue, Lanternhouse, in Cumbernauld.

Cumbernauld's new cultural home will be a lively centre for inclusive community creativity, for theatre, cinema, music, comedy and dance and will offer state of the art facilities alongside performing arts classes and community creative learning projects and a welcoming café/bar.

With a 276-seat main auditorium, 100 seat studio theatre, 83 seat cinema and dance studio this is an exciting opportunity to help us to build and enhance Cumbernauld Theatre Trust's relationships with organisations and individuals living and working in the Cumbernauld area and to further cement the new arts venue as a cultural hub for the whole community.

About Us

Cumbernauld Theatre is a performing arts charity that produces and presents theatre, music, dance and comedy for the community of Cumbernauld and North Lanarkshire.

From our new home, Lanternhouse, based on the Cumbernauld Academy Campus, Cumbernauld, we will deliver an all engaging and inclusive professional programme for the entertainment, enjoyment and enrichment of our diverse community.

We believe our work has transformative and empowering potential. Working at the heart of our community we are building creativity, broadening perspectives, supporting community cohesion, enhancing life experiences and investing in performance arts skills development for a creative, innovative, fairer Scotland.

Our Vision

Cumbernauld Theatre creates meaningful opportunities for artists, audiences and participants to connect, exploring the power of the arts to enrich and transform all our lives, enabling a life-long creative journey for individuals, families and groups from across all our communities.

Our Mission

To achieve this we develop progressive, contemporary productions, projects and programmes of work that have relevance and resonance with our audiences and participants. This work is informed by place, by our new arts centre and by a desire to deliver affordable access to culture for everyone at all life-stages.

The object of the Company is to develop the conditions and skills for culture to thrive in Cumbernauld, to nurture, produce and present performing arts, cinema, exhibitions and entertainment for the enjoyment and enrichment of all of the communities of Cumbernauld and North Lanarkshire.

To value, trust and support our creative community, to facilitate an open and inclusive approach to designing, delivering and evaluating our activities to reflect and meet the needs of our community.

To advocate and support arts programming, arts creative learning and community engagement in partnership with public bodies, charities and community organisations operating in our community to support policy areas for health and wellbeing, economy, education, reducing inequality, encouraging diversity and realising an environmentally sustainable future.

To strive to produce and present a performing arts programme that celebrates cultural excellence, the innovative, critically challenging, the original, ever-changing and dynamic form of Scottish Culture.

To provide inclusive, accessible performing arts skills acquisition to nurture creativity in our community. To engage our community in our arts programme decision making, to be inclusive in our view of culture, open to emerging, popular, established and formal cultural activity and celebrate our local culture.

Our Values

We will be proactive agents of change, showing clear community leadership, working in partnership, advocating for the transformative power of arts, with an environmentally responsible operating plan delivering a sustainable social enterprise-led cultural hub with long-term resilience.

We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds to apply as CTT is keen for the team and its work to be informed by and representative of the diverse communities it serves.

Attached

- Job Description
- Person Specification
- Equal Opportunities Statement of Policy
- Equal Opportunities Monitoring Form

CUMBERNAULD THEATRE TRUST
Venue Assistant

JOB OUTLINE

Post:	Venue Assistant
Reports to:	Front of House Manager
Location:	Lanternhouse, Cumbernauld

Job Purpose and Scope

The principal role of the Venue Assistant is to help deliver an effective and efficient, high quality customer service function for all customers of the venue, ensuring their health and safety at all times while in the venue, and their safe evacuation when required. To carry out all duties efficiently and professionally to ensure that customer requirements are fully met including creating a welcoming reception service, venue cleaning, customer assistance and advice, theatre usher during public performances and any other customer service role required front of house.

The Venue Assistants work as part of a team, under the direction of the Front of House Manager, and in close liaison with CTT colleagues.

The post holder is expected to be committed to our vision and values, supporting our ambitions and the delivery of our creative artistic programme, and to be an advocate for the valuable arts and the cultural role that the CTT plays in the communities in Lanarkshire.

Main Duties and Responsibilities

Key Tasks

- Deliver a welcoming and helpful information service by being polite and friendly and offering assistance whenever it is required. Deal with general enquiries from service users and members of the public ensuring that all customer enquiries are dealt with courteously and efficiently.
- Ensure excellent customer care and contribute to the effective operation of the venue through communication with colleagues, staff and users.
- Comply with, and assist in the delivery of, take part in all relevant training.

- Attend and contribute to regular training and information sessions regarding best practice, new procedures and upcoming events etc.
- Show customers to their seats in the cinema and theatre, taking responsibility for their safe evacuation and safety during performances, sell merchandise and promote future events.
- Have an awareness and be mindful of marketing and sales targets, promotions and special offers and other marketing and development initiatives.
- Sell merchandise, food, snacks and drinks to visitors. Assist with serving and cleaning in the café during busy times. Assist in the preparation of pre-ordered drinks.
- As part of the role, Venue Assistants will be trained to serve behind the bar and therefore should be 18 years or over due to licencing laws.
- Deal with cash handling, financial reconciliation and record keeping in accordance with CTT's financial procedures.
- Attend team meetings and contact meetings
- Be customer focussed with an eye for detail and respond positively to the knowledge that customers have the opportunity to feedback on the quality and presentation of the venue and to actively seek and encourage their feedback.
- Undertake all other duties required by the Front of House Manager to fulfil the requirements of the post.
- Be proactive in promoting the venue, its programme and facilities and the work of CTT.
- Carry out any other such duties as may be required by the company.

Person Specification

Essential

Knowledge

- Strong understanding of good customer care practice
- Strong understanding of health & safety regulations

Experience

- Experience working with the public.
- Experience prioritising different demands, good organisational skills.
- Experience working within a team, and on own initiative.
- Experience cash handling

Aptitudes and Skills

- A continuous improvement approach to managing people and teams.
- Ability to generate imaginative solutions to creative challenges.
- A self-motivated team player, with an outgoing and enthusiastic personality, able to work under pressure and to tight deadlines with patience and good humour.
- Ability to plan and think strategically and on your feet
- Ability to multi-task in a fast-paced cultural environment
- Excellent organisational skills with the ability to prioritise a demanding workload and meet deadlines
- Excellent verbal and written communication skills
- IT skills especially in Word, Excel, MS Teams
- Capacity and willingness to learn

Personal Qualities

- A strong commitment to making a positive difference to the community
- A commitment to working towards achieving CTT's vision and working within our values and ethos.
- Ability to represent the organisation professionally and confidently
- Ability to respond to crisis, work well under pressure and have a flexible approach to work
- Consistently honest and trustworthy in approach
- Friendly, approachable and engaging
- Empathetic and understanding towards all customers, service users and team members

Desirable

Qualifications and Training

- First Aid at Work
- Health and Safety Training

Knowledge

- Familiarity with the contemporary theatre and performing arts sector
- Knowledge of the Third Sector
- Familiarity with Cumbernauld and the community we serve

Personal Qualities

- Interest in Theatre and Performing Arts

Experience

- Experience working with the Third Sector and Charities
- Working with the local community in a leisure venue
- Experience working in events and hospitality

Other Essential Information

- The post-holder will be required to pass a Standard Disclosure Scotland background check
- The working environment will be extremely busy with varying demands on time and requires a willingness to work flexible hours including evenings and weekends to meet the needs of the service.
- As part of the role, Venue Assistants will be trained to serve behind the bar and therefore should be 18 years or over due to licencing laws.

Terms & Conditions

Title of Post: Venue Assistant

Hours: Variable hours to include evening and weekends according to the needs of the programme.

Contract: Zero hours contract

Pension: CTT operates an auto enrolment scheme.

Notice period: 1 Month

Salary: £9.90 per hour (Real Living Wage)

Location: Lanternhouse, Cumbernauld

Application Procedure

Please send

- covering letter
- completed application form
- completed Equal Opportunities Monitoring Form

by email or post to:

Ally Whit
Frint of House Manager
Cumbernauld Theatre Trust
Lanternhouse
South Kildrum Ring Road
Cumbernauld
North Lanarkshire
G67 2UF

Email: recruitment@cumbernauldtheatre.co.uk

Closing Date for Applications: Ongoing open vacancy bank

Interviews will take place via Teams: To be mutually arranged

Start Date: To be mutually arranged

Cumbernauld Theatre Trust Ltd is a Registered Company limited by guarantee No. SC066490, Scottish Charity OSCR Registered No. SC005050.

Registered Office: Cumbernauld Theatre Trust, Lanternhouse, South Kildrum Ring Road, Cumbernauld, North Lanarkshire, G67 2UF

EQUAL OPPORTUNITIES

At Cumbernauld Theatre Trust (CTT), we want everyone to feel accepted and embraced for who they are, regardless of age, race, disability, gender identity, marital status, faith or belief, sexual orientation, neurodiversity, socioeconomic background, education or family life. We know our industry has a long way to go in accessibility and inclusion, and so we particularly encourage applications from those who do not currently feel they are represented in our workforce and recommit to providing peer support and safe spaces for all staff.

If you'd like to arrange an informal conversation about the role and its requirements, please email recruitment@cumbernauldtheatre.co.uk to arrange a call.

STATEMENT of POLICY

Cumbernauld theatre Trust is committed to a policy of equality of opportunity for its staff (existing and prospective) and customers. The aim of this policy is to eliminate unlawful or unfair discrimination on the grounds of gender, marital status, responsibility for dependents, disability (mental and/or physical), sexual orientation, race, colour, ethnicity, nationality, religious belief, politics, social background, part-time employment, age, trade union activity, employment status, HIV status or gender reassignment and to ensure that no person or group is disadvantaged by unjustifiable reasons or conditions. Employment practices will be operated based on the merits and abilities of individuals and decisions regarding recruitment, selection training and promotion will be based solely on objective, job-related criteria. CTT undertakes to apply employment procedures and practices in such a way as to minimise the possibility of discrimination and to develop means of combating it whenever it arises. CTT will ensure that its Policy is made known to all employees. This Policy applies to advertisement of jobs, recruitment and appointment, training, conditions of work, pay and every aspect of employment.

RELEVANT LEGISLATION

Equalities Act 2010