



Venue Assistant (Christmas Temp)

Job Title:	Venue Assistant (Christmas Temp)
Reports to:	Front of House Manager
Direct reports:	N/A
Contract type:	Temporary
Pay Grade:	£13.45 per hr
Contract:	Zero Hours or Minimum Hours contract (Christmas Temp)

About Us

Cumbernauld Theatre is a regional performing arts venue serving Cumbernauld's population of 55,000+ and the surrounding communities of North Lanarkshire and the Northern Corridor, as well as neighbouring areas including Falkirk. The organisation presents a programme of diverse, professional performing arts and cinema events, opportunities for the local community to take part in creative activities, development support for Scotland's creative performing arts sector and, in partnership with North Lanarkshire Council, provides an excellent venue for local community performing arts organisations to present their own work. With a 60-year history of producing our own work, we continue to support emerging directors and creatives.

Our Vision

To be the cultural heart of Cumbernauld in North Lanarkshire, engaging our communities and strengthening Scottish performing arts.

We bring people together through performances on stage and screen, provide opportunities to create and take part in the arts and help develop Scotland's performing arts professionals.

Our Values

- We believe in what we do, who we do it for and with.
- We take care of those we engage with and each other.
- We listen, learn and adapt to the needs of our communities

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 environment, 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.

KEY RESPONSIBILITIES

- Bar Duties: Preparing and serving drinks, operating the till, handling payments, and maintaining a clean, tidy and well-stocked bar area.
- Pantomime Performances: Providing front-of-house support during pantomime season, helping manage audience entry and exit, maintaining audience safety and ensuring a positive customer experience.
- Customer Service: Providing friendly, professional and helpful service to all customers and visitors.
- 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 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.
- 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

	<i>Essential</i>	<i>Desirable</i>
Knowledge and Experience	• Experience prioritising different demands • Good organisational skills. • Experience working within a team, and on own initiative.	• Experience working with the public. • Familiarity with Cumbernauld and the community we serve
Aptitudes and Skills	• Excellent communication skills • Capacity and willingness to learn	
Personal Qualities	• Ability to represent the organisation professionally and confidently • Consistently honest and trustworthy in approach • Friendly, approachable and engaging	• An Interest in theatre and performing arts
Qualifications and Training		• First Aid at Work • Health and Safety Training

OTHER ESSENTIAL INFORMATION

- The post holder will be required to adopt and adhere to a uniform dress code.
- The post-holder will be required to pass a Standard Disclosure Scotland background check.
- A willingness to work a flexible work pattern including frequent late evenings and weekends is essential.

Pension: Contributory pension scheme available with NEST

Location: Cumbernauld Theatre, South Kildrum Ring Road, Cumbernauld, G67 2UF.

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Right to Work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006

References: Offers of Employment are subject to the receipt of satisfactory references.

Additional Benefits: A staff discount scheme applies to all employees for cinema, performances and the bar/kiosk.

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We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds to apply as we are keen for our team and work to be informed and representative of the diverse community we serve.

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