



Vision

A world transformed by your imagination

Background and context

Bristol Old Vic is the longest continuously running theatre in the UK, and following a £12million redevelopment project, is now one of the most modern and comfortable; with state-of-the-art rehearsal rooms, a dramatically extended forestage and precision-engineered sightlines giving audiences an even more intimate theatrical experience.

We are determined to use the last few years as an opportunity for radical renewal offering a high quality, progressive, inspiring, relevant and representative programme of work across the year, with better representation across all roles, giving everyone the opportunity to encounter and enjoy creativity.

We recognise the importance of supporting people in their creativity. Everyone should have access to creative opportunity and our role is to develop, promote and co-produce artistic participation, and imaginative experiences for audiences across Bristol, the region and beyond. Working with people from early years to later stages of life, developing pathways into the creative industries and nurturing and supporting those who work with us at every stage.

Our Mission:

- Inspire, delight and surprise the people of Bristol and far beyond with excellent live theatre in an atmosphere of creativity, welcome and adventure.
- Transform the lives of our artists, our public (young and old alike) and our staff through the creative opportunities we offer in our building and across the city
- Nourish, share, celebrate and be inspired by the heritage of Britain's oldest theatre.
- Develop a flexible and sustainable business which embodies the value of our theatrical identity and history.

Our Values:

- Bristol Old Vic people are welcoming, professional and boundlessly curious; playful, ambitious and rigorous; resourceful, honest and generous; collaborative, dedicated and bold; Bristolian and global at the same time.
- We are custodians of Bristol Old Vic for future generations and do everything in our power to build on and amplify its phenomenal history.
- The stories we tell should fully reflect our society so that all sections of Bristol's community feel Bristol Old Vic belongs to them.
- We remember at all times that everything we do is an experiment, that uncertainty makes discovery possible and that it is our job to explore rather than to define

JOB DESCRIPTION

Post: Welcome Team – (**Usher & Merchandise Staff**) Casual

Responsible to: **Head of Operations**
Guest Services Manager
Duty Managers

Key Duties and Responsibilities

- Delivering excellent customer service welcoming patrons in a friendly and helpful manner.
- Being knowledgeable about and promoting Bristol Old Vic's current programme, assisted performances and facilities.
- Checking tickets and welcoming audience into auditorium, directing patrons to their seats.
- Overseeing the safety and comfort of patrons in the auditorium during a performance.
- Carrying out professional radio etiquette as per company policy.
- Ensuring accessibility procedures are adhered to.
- Ensuring theatre levels are presented to a high level, taking responsibility for cleaning tasks as needed and reporting to Duty Manager.
- Making sure Health and Safety, risk management and safeguarding regulations are adhered to in line with Bristol Old Vic Protocols.
- Acting as a fire steward to safely evacuate patrons in the event of an emergency.
- Assisting with the professional delivery of other events within the venue.
- Upselling Bristol Old Vic products; selling programmes and other merchandise.
- Re-stocking merchandise items and maintaining kiosk stations.
- Being responsible for accurate cash handling.

General

The following responsibilities are shared by all staff members of Bristol Old Vic:

- To work for the benefit of the whole organisation
- To comply with all BOV policies including Equal Opportunities, Health & Safety and other policies included in the Staff Handbook
- To attend regular staff meetings and other departmental meetings that may be arranged
- To keep up to date with the activities of the organisation
- To carry out administrative tasks that arise from the job
- Undertake additional duties as may reasonably be required
- Attend any training that may be mutually agreed on for the development of the post

Organisation Wide Responsibilities

The following responsibilities are shared by all staff members of Bristol Old Vic:

- To work for the benefit of the whole organisation
- To comply with all BOV policies including Equality and Diversity, Dignity at Work, RESPECT Charter Health & Safety, Safeguarding and other policies included in the Staff Handbook
- To attend regular staff meetings and other departmental meetings that may be arranged.
- To keep up to date with the activities of the organisation.
- Undertake additional duties as may reasonably be required.

PERSON SPECIFICATION – Welcome Team – Usher & Merchandise Staff

Essential	Desirable
• Excellent customer service skills and welcoming manner • Highly reliable and exceptionally trustworthy person • Available to work during evenings, weekends and public holidays • Can keep calm under pressure and deal with customer conflict effectively • Methodical and organised • Able to deal with and manage large groups of people	• Interest in the Arts • Experience in working with people of all ages, backgrounds and abilities • Previous guest services experience • Understanding of Health and Safety procedures • Experience of acting as a fire steward

TERMS AND CONDITIONS

Hours:	Shifts vary depending on the events within the building. The minimum shift length is 2 hours, with the average shift being between 3 and 4 hours. Shifts are allocated on a monthly rota with most work carried out during evening hours. There is an expectation that you will perform at least three shifts per week and provide availability across at least three weekends per month.
Contract:	Zero-hour, casual contract
Salary:	£12.71 per hour + holiday pay
Age:	Applicants must be 18 years old or above
Pension:	It is the law that, depending on your age and level of earnings, we may be required to automatically enrol you into a workplace pension scheme where both you and the company will be required to make contributions (auto enrolment pension scheme).

Conditional Offer of Appointment: Pre-Appointment Checks

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two independent references, which are satisfactory to Bristol Old Vic.
NB: References produced by candidates will not be accepted.
- Verification of identity and Right to Work in the UK to be produced at interview stage.