



Front of House Assistant Edinburgh Festival 2023

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1. About the Role

Front of House Assistant

Role: Front of House Assistant
Department: Operations
Line Manager: Duty Manager

Contract: Fixed Term

Role Description

The **Front of House Assistant** will be working as part of our front of house team and provide a welcoming environment as the first staff members the audience encounter at ZOO.

They are responsible for getting audiences to the right theatre, troubleshooting, making sure shows start on time, ushering and being friendly to all members of the public.

Front of house assistants are the eyes and ears of the venue. They ensure audiences are getting to where they need to be on time and answer any audience queries. They also ensure the venue is clean and running smoothly. You should be friendly, helpful, confident and good with people.

You must have excellent customer service skills and be able to keep your cool under pressure. You should also have a keen interest in our programme and the shows. We're looking for people that enjoy working in small teams but are also confident, independent workers.

Previous front of house experience is not essential, but front of house assistants should be confident, friendly and happy to assist the audience.

Key Responsibilities

- To be responsible for the audience experience in the Front of House spaces
- Provide the audience with first class customer service
- Assisting the audience with queries and troubleshooting any problems in a timely manner
- To work alongside the technical staff to ensure shows start on time
- To ensure the front of house spaces remain tidy and inviting, particularly at busy times
- To be a friendly and helpful face of ZOO

- To have a good knowledge of the ZOO programme to be able to recommend shows to audience members and answer any questions knowledgeably.
- Liaise with any the relevant departments across the organisation to ensure the smooth running of operations
- Act as a representative for ZOO and its values.

Personal Specifications

Essential Criteria

- Must be a good communicator and very friendly
- Ability to stay calm in busy environments
- Ability to provide excellent customer service
- Ability to multi-task with ease

Desirable Criteria

- Experience of a customer facing role or theatre front of house
- Interest in the ZOO programme

2. Contract Terms

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| Contract Type: PAYE | |
| Period of Engagement: 3 – 28 August | |
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| Key Dates | Training at ZOO: 2 & 3 August Festival Dates: 4 – 27 August |
| Rate of Pay | £10.90 per hour |
| Place of Work | ZOO, Edinburgh, United Kingdom |
| Schedule of Work | Working on a shift pattern with an average 6 day week, each shift is 8 hours with a 1 hour lunch break. Evening and weekend work is essential in this role |
| Right to Work | All applicants must have the right to work in the UK. If you are not a UK citizen and require additional visas or working permissions, please specify this in your application. |

All staff are entitled to see any un sold out show for free at ZOO and a number of other partner venues.

3. Applications

To apply, please submit your CV and a covering letter stating why you think you are suitable for the role via email: operations@zoovenues.co.uk

Deadline: Applications will be reviewed and interviews held via Zoom or phone on a rolling basis until all roles are filled, with a preliminary application deadline of 17:00, Friday 26th May 2023