

SHAKESPEARE NORTH PLAYHOUSE

Visitor Experience Assistant

Introduction

The Shakespeare North Playhouse is a unique new arts venue, opening in the summer of 2022. It will present a vibrant contemporary cultural and learning programme featuring home co-produced and visiting performances, as well as comedy, music, community work, hire and events and a range of education and training activities.

We are looking to appoint a number of Visitor Experience Assistants to join our Visitor Experience team.

Visitor Experience Assistance will be the public face of the company and are responsible for ensuring that the audience and visitors are constantly placed at the heart of the building.

Visitor Experience staff will sell tickets and merchandise in the shop, or they might work in the foyer, welcoming and greeting customers, showing people around exhibitions, working on performances and shows checking tickets, showing people to their seats and dealing with customer enquiries. It's a hugely varied job with every day being different to the last.

Visitor Experience is a customer facing role, and therefore Visitor Experience staff need to have excellent interpersonal and communication skills, with the ability to think on their feet and deal with difficult situations or customers.

Place of Work

The place of work will be Shakespeare North Playhouse in Prescot, Knowsley.

Reporting Relationships

You will report to the Visitor Experience Managers and Head of Visitor Experience.

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Pay and Hours of work

The hourly pay rate £9.50.

You will have no guaranteed hours of work in any given week. Your actual hours to be worked each week will be as necessitated by the needs of the business and this may include evenings or weekend work.

Your actual working hours will be notified to you by your line manager at least two weeks, but usually four weeks, in advance. Payment will only be made for actual hours worked. Working hours will vary between 5 hours and 40 hours per week.

Shakespeare North believes in a healthy and happy workforce and recognises the importance of helping its employees balance their work and home lives by offering working hours that as far as possible enable them to balance their work commitments with other priorities.

Main duties

Visitor Experience

- To be visitor focused at all times and act as the public face of Shakespeare North Playhouse.
- To work at stewarding positions, on merchandise retail points, or exhibition areas.
- To be friendly, inclusive and welcoming to all visitors.
- To attend daily briefings to ensure you have the relevant information prior to each shift.
- To be aware of and follow all Visitor Experience procedures.
- To comply with conduct and uniform dress codes.

Ticketing:

- To sell tickets via our Spektrix box office system and take contactless payments.
- To assist with ticketing enquiries and assist with self service box office points.
- To check tickets and direct visitors to the correct areas/seats.

Retail:

- To help with merchandising and restocking the gift shop.

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- To advise on items and upsell when appropriate.
- To sell and gift wrap items for customers.

Health & Safety:

- To ensure operations are carried out within the relevant Health & Safety Legislation.
- To be aware of and follow evacuation procedures, knowing fire exits and refuge points.
- To assist in the safe evacuation of the building.
- To assist in ensuring the safety of visitors and other staff.
- To be aware of the building's counter terrorism policy.

Other duties:

- To make sure audiences are seated in a prompt manner so that performances are not delayed.
- To deal with customer enquiries and when necessary to deal with complaints in a professional and calm manner.
- To have a friendly, enthusiastic and proactive attitude towards your duties.
- To comply with Shakespeare North Playhouse customer care policy .

Person specification:

- A passion for theatre and the arts.
- Previous experience of customer service in a similar environment.
- Approachable and the ability to communicate and advocate the work of the building.
- Well organised and good time management skills.
- Experience of cash handling/using an electronic till system.
- Ability to remain calm whilst working under pressure .
- A good team player.
- Available for evening and weekend working, including holiday times.

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*This job description is intended as a guide to the duties expected of the post-holder.
These duties may be reviewed from time to time to meet the needs of the business.*

This job description is not contractual.