**FRONT OF HOUSE HOST**

JOB DESCRIPTION

Salary: £9.91 per hour

Terms: Permanent

Hours: Flexible hours based on availability

Holiday: Calculated pro rata at 12.07% of average hours worked

Reports to:Front of House Manager

Location:Bridge Theatre, 3 Potters Fields Park, SE1 2SG

**ABOUT LONDON THEATRE COMPANY**

London Theatre Company is a commercial theatre producing company led by Nicholas Hytner, Tim Levy and Nick Starr, with an emphasis on new work. Our intention is to create a culture, ethos and economic model that supports writers, directors, designers and actors to work at scale in a space that is complementary to those of the subsidised theatre and West End.

In 2020, we produced a new series of Alan Bennett’s Talking Heads for BBC One. A new theatre in King’s Cross is currently in development.

**ABOUT THE BRIDGE THEATRE**

The Bridge is London Theatre Company’s first new theatre. It has a stunning riverside location on the south bank of the Thames, right by Tower Bridge and five minutes’ walk from the transport hub of London Bridge station. It is designed by Haworth Tompkins, winners of the 2014 RIBA Stirling Prize for Liverpool’s Everyman Theatre. It has 900+ seats and can be configured in end-stage, thrust and promenade formats.

The Bridge opened for the first time in October 2017, and since then has produced a variety of plays, including A German Life, a one-woman show starring Maggie Smith, and A Midsummer Night’s Dream, an immersive reimagining of Shakespeare’s classic. My Name is Lucy Barton, performed by Laura Linney, opened on Broadway in January 2020.

**ABOUT THIS ROLE**

You will be a part of our team of multi-skilled Hosts, providing superior levels of customer service during matinee and evening performances, from delivering exceptional food and drinks, assisting patrons with specific requirements, supporting your team with cleaning and welcoming our audience members for performances.

The Bridge is open 7 days per week. There will be a mixture of daytime and evening shifts, requiring flexibility of available hours from our team.

**DUTIES AND RESPONSIBILITIES**

General

* Provide a high level of customer service to every patron of the Bridge Theatre
* Assist and communicate with your fellow hosts to ensure the Front of House experience runs smoothly throughout
* By prepared to assist in all areas of the Front of House including, but not limited to, the bar, auditorium, box office and sales positions.

Auditorium

* Ensure that the customer journey from the front doors to their seats is as smooth as possible.
* Have a good knowledge of the Bridge Theatre as a venue and the current production to be able to provide patrons with accurate answers to any questions they may have
* Take responsibility for the assigned area of the auditorium during performances, and be the first point of oversight for fires and first aids.
* Be aware of the relevant procedures in place for each of these eventualities and keep up to date on fire evacuation plans

Bar

* Provide friendly, efficient bar service in a fast paced bar environment
* Have a good knowledge of all items available on the menu and be able to advise customers on allergens and other dietary requirements
* Work well as part of a small team working to a very high standard and demanding timescale, particularly on productions with an interval

**Person Specification:**

Essential

• have previous experience in a customer facing role;

• have a keen interest in the arts and in particular the theatre;

• embody passion for delivering great food and customer service;

• have excellent attention to detail;

• naturally inspire others with your energy and desire to please our customers;

• have an open, engaging and friendly personality and be confident in interacting with the public;

• remain calm under pressure and resilient in meeting new challenges

**HOW TO APPLY**

To apply: please email [recruitment@londontheatrecompany.co.uk](mailto:recruitment@londontheatrecompany.co.uk) with your completed Application Form and Equal Opportunities Monitoring Form. (Please note we do not accept CV’s).

Deadline for applications **21st June 2021**

Interviews will most likely take place week commencing **28th June 2021**

This role ideally has a start date of **5th July 2021**

For more information, including Application Form and Equal Opportunities Monitoring Form please visit [www.bridgetheatre.co.uk](http://www.bridgetheatre.co.uk) or email [recruitment@londontheatrecompany.co.uk](mailto:recruitment@londontheatrecompany.co.uk)

If you have any queries, please contact [recruitment@londontheatrecompany.co.uk](mailto:recruitment@londontheatrecompany.co.uk)

*We are an equal opportunities employer and value diversity. We encourage applicants from different backgrounds and different experiences.*