



Summary

The Ushers are to support the Events Team across a whole range of duties and will assist in the delivery of a customer and client-focused service, giving all users a positive impression of Stratford Circus. A determination to deliver a high-quality service is a prerequisite for the position. They are to report to the Events & Front of House Manager (or their chosen deputy in Front of House) upon arrival for their shift.

Duties & Responsibilities

Essential

1. Providing first-class customer service to those who are visiting the Circus. These can include clients, show audiences, and the general public.
2. Attend promptly at the start of the shift to receive show briefing, as each event has unique qualities and challenges.
3. To ensure sure that performance's are opened safely and that tickets are taken at the point of entry.
4. Working with the FOH team to facilitate an evacuation of the premises should one be required. A stringent knowledge of the Circus Fire Evacuation policy should be mandatory for all ushers.
5. Making sure that all fire exits are free of blockages and are suitable for use at all times.
6. Working with the FOH team to ensure the capacity of the auditoria is not exceeded.
7. Ensuring that all Circus spaces are clean and free of litter, detritus, and any such material.
8. A Circus t-shirt will be provided, but the Usher must provide smart, black clothing. No jeans and no trainers allowed.

Occasional

1. Operating a reception / registration desk. This may include the taking of monies for programmes.
2. Walking the interiors and exteriors of the building to ensure no illicit behaviour is taking place.
3. Helping with any room or foyer set-ups that may be required. This may include some lifting – tables, chairs, etc. All lifting should comply with the appropriate Health & Safety policies of the Circus.
4. Duties beyond the Circus – handing out flyers in the Town Centre, for example – however, they will be given advance notice of this and a request for suitable attire will be made.

Person Specification

- Must be able to undertake all aspects of the job description
- Must be flexible – some shows may overrun.
- Willing to work unsocial hours.
- Excellent customer service skills.
- Ideally, experience in customer-orientated work-places.
- Some knowledge of the performing arts is preferable, but not essential.
- Capable of working under pressure.