**JOB DESCRIPTION**

**Casual Worker 2024**

**Responsible to:** Duty Manager (on shift) and Head of Operations and Commercial Services

**Payment**: £10.42 per hour

**Shifts:**

Minimum two hours shift, typically between 16:30 and 23:00 Monday-Saturday and from 12:00 on matinee days. Wilton’s may offer you work on an ad hoc basis from time to time and you are free to accept or decline any such offer of work but Wilton’s is under no obligation to provide you with work.

**Deadline: Ongoing recruitment**

**About Wilton’s**:

At Wilton’s we offer a vibrant blend of culture, heritage and participation through a programme of imaginative productions and activities. We give opportunities to emerging artists and present a year round programme that includes exceptional live music in all its forms from world-class concerts to cabaret and opera, alongside vibrant, bespoke theatrical productions, within a grade two star listed building, which is the oldest surviving grand music hall in the world.

**Main Purpose of the Position**

Our team of Casual Workers work under the direction of the Duty Manager, to provide the best experience possible for our audiences and visiting companies. Casual Workers will be assigned both Front of House and bar duties during each shift as required by the Duty Manager.

**Duties and responsibilities to include**

* Ensure customers are following the Covid-compliant rules that are in place such as (but not limited to) maintaining social distancing where possible and wearing face coverings when not seated and drinking.

**When taking part in Front of House duties**

* To attend and participate in the show briefing (undertaken by the Front of House Manager) which includes important information on the show and Health and Safety information and must take place before each show
* To welcome audiences, providing accurate information on the current production
* To open and close the house, as directed by the Front of House Manager; please note that house opening times may differ from show to show and may be different from previous shows at Wilton’s, so you must always check with Front of House Manager to avoid any unnecessary confusion
* To use a clicker to monitor audience numbers (ticket stubs will not be taken until further notice)
* Ensure that any drinks are in plastics
* To direct people to their seats in a friendly Covid-compliant manor, assisting with queries and or problems should they arise and remind them of the photography (normally no photography) policy
* To ensure that people are seated in a Covid-compliant manner at all times
* To ensure that aisles are kept clear of bags and coats; please note Wilton’s will offer NO bag storage until further notice
* To work with the Front of House Manager to implement emergency and evacuation procedures whilst on shift, executing your responsibilities in the Evacuation Plan
* To assist the Front of House Manager to admit and safely seat latecomers (at the agreed points); please note it may be the case that latecomers are not permitted to enter
* To stop unauthorised persons from entering the auditorium
* To assistant in selling merchandise in a Covid-compliant manner; please note that if legislation changes Wilton’s may decide not to sell merchandise
* To provide feedback to the Front of House manager on the front of house operation
* To direct customer complaints to the Front of House Manager in the first instance
* To provide information and high levels of service to customers with access requirements
* To stop customers from placing drinks and other items onto the balcony ledge
* To pass lost property to the Front of House Manager
* To watch the audience throughout the performance in case of medical or other incident; if an incident happens you will be expected to follow the Covid-compliant medical incident protocol
* Do not hand out leaflets/flyers to guests on entry/exit until further notice and you must not give an audience member any marketing materials unless specifically authorised to do so
* Until further notice please do not top up marketing materials

**When Taking part in Cleaning Duties**

* To wear any PPE that you have been asked to
* To follow all Covid-compliant regulations in terms of cleaning – you will be given training in
* this and have a sheet to follow
* To clean areas of the building as asked of you by the Duty Manager, these may include the Hall, bar areas and toilets

**When Taking Part in Bar Duties**

* To prepare and serve drinks to high standards, quickly, efficiently and in a Covid-compliant manner; please note you will be trained in Covid-compliant bar service
* To provide a friendly service and welcoming atmosphere
* To keep the bar as directed by the Duty Manager in a Covid-compliant manner
* To be knowledgeable about our beverage offer, as well as the artistic programme
* To correctly operate the cash registers and PDQ machines
* To cash up (if requested)
* To assist with and, if required, accept/check deliveries
* To keep the bar fully stocked
* To assist with and adhere to stock check procedures
* To comply with legislation relating to the ‘Sale of alcohol’ including but not limited to Challenge 25 identification checks, weights and measures and licensing terms and conditions.
* To maintain high standards of appearance
* To follow correct open or close down procedures, depending on the shift

**General**

* To read, action and maintain the values upheld in Wilton’s policies including: Casual Worker Handbook and Safe Working Practises
* To understand and execute responsibilities under Wilton’s Health and Safety policy
* To keep up to date with the Wilton’s programme
* To keep up to date with the Wilton’s bar offer
* To have a high standard of appearance
* To undertake any other reasonable duties as requested by the management team at Wilton’s

**Person Specification**

* Previous experience in a similar role
* Keen interest in both arts and culture
* Strong communication skills and the ability to interact with a wide range of people
* Ability to accurately handle money and stock
* Enthusiasm for delivering excellent customer service
* Proven ability to work calmly whilst under pressure
* A positive ‘can-do’ attitude to work and a desire to work
* High levels of personal presentation and appearance
* Good timekeeping
* Reliable

**REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change, without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

**APPLICATION FORM – Casual Worker 2023**

You may apply by enclosing a CV but please ensure it includes the information requested below.

Applications may be made in any format you feel most comfortable with (eg large print, tape, Braille or British Sign language on DVD or video). When using an alternative format, please use the same headings.

Applications can only be sent by email. Please send applications to:

Via email to –frontofhouse@wiltons.org.uk

**Personal Details**

|  |  |
| --- | --- |
| Surname |  |
| Forenames |  |
| Title |  |
| Address |  |
| Postcode |  |
| Email |  |
| Phone/mobile |  |
|  |  |

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| --- |
| **Employment History** |
| **Present or most recent employment** |
| Employer’s name, address and postcode |  |
| Current job title or position |  |
| Date appointed |  |
| Current salary |  |
| Notice period |  |
| May we contact you at work? | **Yes / No** |
| Brief description of your duties: |
| **Previous employment** |
| Please give details of employers, starting and leaving dates, position held and reasons for leaving. Please make copies of this sheet if you need extra space. |
| Employer’s name, address and postcode |  |
| Date appointed |  |
| Leaving date |  |
| Job title or position held and main responsibilities |  |
| Salary |  |
| Reason for leaving |  |

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| **Your interest in the post** |
| Please tell us why you think you are the most suitable person for the job by referring to the job description and person specification. Also refer to any previous experience and transferable skills you think may be relevant. This may include voluntary work, community involvement, leisure interests or hobbies. Please continue/make copies of this page if necessary. |
| **References** |
| Please give the name of two referees, one of whom should be your present or most recent employer. We will not contact your referees without your express permission but any offer of employment will be made subject to satisfactory references. If you have any questions about this, or any other aspect of the application process, please contact us before you return the form. |

**Referee 1**

|  |  |
| --- | --- |
| Name |  |
| Position held |  |
| In what capacity did/do you know them (eg employer, line manager, tutor) |  |
| Contact address |  |
| Email |  |
| Phone |  |

**Referee 2**

|  |  |
| --- | --- |
| Name |  |
| Position held |  |
| In what capacity did/do you know them (eg employer, line manager, tutor) |  |
| Contact address |  |
| Email |  |
| Phone |  |

**Access requirements for interview**

We hope to interview/ virtual interview via Zoom and to appoint shortly thereafter. Since there will be a short turnaround time between shortlisting and interview, it would be useful to know if you have any access support needs for interview – please indicate below. Note that this has no bearing on the recruitment process and is purely to facilitate interviews.

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| **Criminal Convictions** |
| As this position could bring you into contact with children and/or vulnerable adults, it is necessary for you to have a DBS check prior to working with Wilton’s Music Hall. We will arrange for this check to take place and will cover all related costs. Please note that if you are unwilling to undertake this check or there is found to be a concern with the result, it will not be possible for you to work at Wilton’s Music Hall. |
| Do you have any current convictions, which have not been spent under the Rehabilitation of Offenders Act 1974? If yes, please give details:Please note that this will not necessarily disqualify you from being appointed. |

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| **Right To Work** |
| Do you have the right to work in the UK? **Yes / No**If no, please give details:If you are appointed to this post you will be asked to provide original documentary proof. |

**DECLARATION**

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| **Please note any false information given in this application will invalidate any resulting job offer****I consent to Wilton’s Music Hall holding the data above and confirm to the best of my knowledge that the information on this application form is true and correct and can be treated as part of any subsequent contract of employment:** |
| Name Signature Date  |