

BLACKHEATH HALLS

23 Lee Road, London SE3 9RQ
020 8318 9758
recruitment@blackheathhalls.com

Front of House Team: Usher Recruitment Pack

Front of House Team: Usher

Blackheath Halls is looking for enthusiastic Front of House staff to join our friendly and committed team, assisting with the smooth running of events at Blackheath Halls.

If you would like to apply, please complete the application form ([available here](#)) and equality and diversity monitoring form ([available here](#)).

We aim for our staff team to reflect the diversity of our local communities, and we encourage everyone with relevant experience who is interested in this role to apply.

If you require this document in a different format, or have any access requirements in order to be able to apply or interview for this role, please contact **Hannah Benton** at **H.Benton@blackheathhalls.com** or on **020 8318 9758**.

Thank you for your interest in this position, and we very much hope you will consider joining our team.



Great Hall: Blackheath Halls Opera Candide 2022

© Lidia Crisafulli

The Hearn Recital Room: Wihan Quartet 2022

© Ernie Savarese



Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year-round programme of events including music, comedy, talks and literary events, and children's theatre. Our renowned community engagement programme includes the annual Blackheath Halls Opera, Musical Theatre courses, an orchestra, gospel and classical choirs, and Blackheath Halls Youth Choir, with gifted young people from our local boroughs.

Blackheath Halls is a wholly owned subsidiary of Trinity Laban, and provides the Music Faculty with its regular base for large-scale rehearsals and performances. We also offer a popular venue for recordings and rehearsals by major London orchestras and ensembles, as well as for a range of commercial hires and social events in our two performance spaces, The Great Hall and The Hearn Recital Room.

Over the past year Blackheath Halls' programme consisted of 964 live performances, rehearsals and other activities, attended by 54,556 people.

As a registered charity, we are able to offer this range of activity through income from tickets, hires and our in-house bar, along with support from various Trusts and Foundations, and generous members of our Friends and Patrons scheme.



Christopher Stark and Blackheath Halls Orchestra: Candide 2022

© Lidia Crisafulli

The Smartest Giant In Town 2022 © Ernie Savarese

Blackheath Halls Youth Choir Christmas 2021 © Lidia Crisafulli

Blackheath Halls is the main concert and rehearsal venue for
Trinity Laban students.

Big Smoke Brass UK © James Keates jk-photography

Trinity Laban Symphony Orchestra © Trinity Laban



Job Description

Post	Front of House Team: Usher
Reports to	Duty Manager, Blackheath Halls
Contract	Ushers are placed on a zero hour contract.
Wages	21 & over £14.24 per hour, includes £1.53 per hour holiday pay contribution Under 21s £13.13 per hour, includes £1.41 per hour holiday pay contribution Compulsory paid training will take place prior to your first shift

Overall Purpose of the Job

The purpose of this role is to be part of a welcoming and proactive Front of House team responsible for customer safety and experience on the premises, ensuring the venue's licensing criteria, policies and procedures are upheld. Ushers will be the eyes and ears of the Duty Manager and work proactively with the rest of the team to ensure safety concerns are addressed; customers are offered the best possible service and the event runs smoothly.

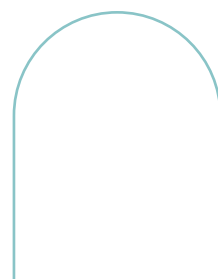
Main Duties and Responsibilities

●	To greet and acknowledge customers in a polite and enthusiastic manner
●	To perform all duties to a high standard of customer care in attitude, approach and appearance.
●	To convey information to customers in a friendly and efficient manner.
●	To be familiar with the Halls' commitment to access for all, and to offer assistance where necessary and appropriate.
●	To be thoroughly conversant with Blackheath Halls' emergency procedures and all fire exit routes, and to be ready to implement procedures if necessary.
●	To take responsibility and perform fire and evacuation drills as directed by the Duty Manager before each performance.
●	To be familiar with the procedure for summoning first aid, security and the emergency services.
●	To be vigilant at all times, with regard to the safety and security of the public, colleagues and yourself, and to take action as appropriate.
●	To monitor and support the public inside and outside the auditorium during a performance. To respond to problems arising and take action where necessary and always keep the Duty Manager informed.
●	To undertake other performance related duties e.g. dealing with lost property, selling/handing out programmes, and or flyers, clearing and checking the auditorium after a performance
●	To support the bar team when required, under the Bar Manager/Supervisor's instruction, preparing and selling drinks. Ensuring Health and Safety and Licensing terms are adhered to, carrying out other jobs tasks/duties as identified on the bar staff job description
●	To undertake any other duties which may be reasonably requested by the Duty Manager.

General

●	To comply with Blackheath Halls' Diversity and Equality, Health and Safety, Safeguarding and Data Protection policies and procedures at all times.
●	The post holder will be required to attend and participate fully in any training deemed necessary by the Operations/Duty Manager.

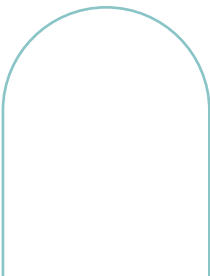
Criteria	Essential	Desirable
Skills		
Good demonstrable knowledge of customer service principles, with an understanding of customer expectations and how these can be met	✓	
The ability to recognise the importance of presentation, both personal and environmental, with the resourcefulness to ensure that all areas of Blackheath Halls are presentable	✓	
Good verbal communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds. Understand and respond to instructions and briefings as requested by the Duty Manager	✓	
Good basic numeracy skills. The role includes the ability to accurately handle money and stock. There are no cash tills, so the candidate must be confident and capable of using mental arithmetic	✓	
The ability to carry out the duties of the role, which may include some lifting. The candidate may also be required to stand for periods of time	✓	
Personal Qualities		
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	✓	
Enjoys working under pressure in a fast moving and changing environment, and has the ability to think on one's feet	✓	
Able to work both independently and collaboratively	✓	
Experience of working in a front of house position in an arts venue, including bar work		✓
A trained first aider		✓
Must be aged 18 or over	✓	



Summary of Terms and Conditions of Employment

Contract	Zero hour contract.
Hours	The position is offered on a rota basis with other staff members. Each month you will be asked for your availability subject to the venue's event schedule. This will include evening, weekend and/or Bank Holiday work where necessary. Minimum shift of 3 hours applies
Wages	21 & over £14.24 per hour, includes £1.53 per hour holiday pay contribution. Under 21s £13.13 per hour, includes £1.41 per hour holiday pay contribution. Salaries are paid on the 25th of the month into bank or building society accounts
Location	You will be based predominantly on-site at Blackheath Halls to carry out this role. Work may occasionally be based at other local venues when events are taken offsite
Annual Leave	A payment in lieu of Annual Leave is included in the hourly rate of pay above
Event Tickets	Complimentary tickets for most events at Blackheath Halls, subject to availability
Pension Scheme	Access to a NEST pension scheme
Sick Pay	NA
Uniform	Black trousers/skirt, a Blackheath Halls staff T-Shirt (will be provided), black socks or tights and black shoes. Hair must be neat and if necessary tied back. Jewellery to be kept to a minimum.
Car Parking	A limited number of parking spaces are available, subject to availability

Applicants must be eligible to work legally in the UK. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.



Blackheath Presents with SongEasel

Winterreise: Francesca Chiejina & Jocelyn Freeman © Nick Rutter



Equality and Diversity

Blackheath Halls is working hard to meet the aims and commitments set out in its Equality and Diversity Policy, including trying to ensure that everyone who applies to work with us receives fair treatment.

In order to help us achieve this aim, we kindly request that you complete a monitoring form.

We understand that some applicants will be hesitant to provide the details requested. Please be aware that any information you provide will not form part of the recruitment process. The information will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.

Although you do not have to complete the form, by completing as much of the information as you feel able to, you will be helping us to ensure that all applicants receive fair treatment when applying for jobs with us.

Equality and Diversity monitoring form [available here](#)

Blackheath Halls Opera
2021: Venus and Adonis
© Lidia Crisafulli
2018: Dido and Aeneas
© Robert Workman
2017: Der Freischutz
© Robert Workman



Taiko Meantime: Resonance Tour 2018

© Adam Kang Photography



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