

BLACKHEATH HALLS

Usher Job Pack

Blackheath Halls is looking for enthusiastic and professional Ushers. 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 and policies/procedures are upheld.

This is an exciting time to be working with the organisation as we re-opened in November after major capital re-development in Autumn 2018.

If you would like to apply, please complete the application form and equality and diversity monitoring form and submit to Hannah Benton at recruitment@blackheathhalls.com or by post to Blackheath Halls, 23 Lee Road, London SE3 9RQ. Please note CVs will not be accepted.

Thank you for your interest, and we hope you will consider joining us.

Information about Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year round programme of performances and events. The Halls is used regularly by world-renowned orchestras and ensembles for recordings and rehearsals, as well as for a range of commercial hires and social events.

Blackheath Halls is a wholly owned subsidiary of Trinity Laban Conservatoire of Music and Dance, and provides the Music Faculty with its regular base for large-scale rehearsals and performances.

Founded in 1895, Blackheath Halls has provided a venue for impressive artists past and present including Percy Grainger, Myra Hess, Romesh Ranganathan, Sir Simon Rattle, Monty Don, Kate Rusby, Sir Willard White and Robert Winston. The current programme includes music, comedy, talks and literary events, exhibitions and children's theatre as well as a community engagement programme that includes the critically acclaimed 'Opera for All' initiative.

Job Description

Job Title: Usher

Reporting to: Duty Manager

Hours: Hours as required on a shift basis. This role will involve evening and weekend work

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 and policies/procedures are upheld.

Ushers will be the eyes and ears for 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. Ushers will direct audience members in the event of the need for evacuation.

Main Duties and Responsibilities

Front of House

- To greet and acknowledge customers in a polite and enthusiastic manner
- To check tickets and assist customers with seating
- To deal with customer enquiries in a helpful manner
- To be presentable and professional at all times, in appearance, manner and attitude
- To be knowledgeable about Blackheath Halls' access arrangements, ensuring customers with disabilities have positive interactions, and have specific access requirements met wherever possible
- To proactively seek to enhance customers' experience whilst at the Halls, ensuring all front of house areas are tidy and presentable, giving clear instructions, holding doors open and offering a visible and inviting presence for customers

Health and Safety

- To be thoroughly conversant with Blackheath Hall's emergency procedures and all fire exit routes, and to be ready to implement procedures if necessary
- To perform fire and evacuation drills as directed by the Duty Manager before each performance and to be proactive in asking questions about the role and procedure if further information required
- To monitor numbers of people in the building, ensuring legal capacity for rooms is not exceeded, and retaining this information to ensure all can be accounted for should an evacuation be necessary
- To maintain awareness of the safety of the public and staff throughout shifts
- 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 customers, colleagues and yourself, and to take action as appropriate to prevent/reduce/address any issues

Operations

- To take on duties and responsibilities as assigned by the Duty Manager
- To monitor and support the audience 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 programmes, clearing and checking the auditorium after a performance
- To undertake any other duties which may be reasonably requested by the Duty Manager.
- To carry out low risk manual handling tasks such as moving chairs, tables, music stands and other similar items around for small room resets
- To ensure housekeeping is maintained and equipment safely stored in designated locations

Security

- To ensure external doors are kept closed at all times, or staffed should they need to be open for a temporary period of time
- To be vigilant of users in the building and report any suspicious activity, following security procedures
- To alert the Duty Manager and security staff (where applicable) to any suspicious individuals/activity, or any individuals who are behaving inappropriately/aggressively
- To advise users of the building on security considerations such as ensuring they look after valuables/lock up dressing rooms etc.

General

- To carry out any reasonable additional task requested by the Duty Manager
- To adhere to all Blackheath Halls' policies and procedures, including Health and Safety, Safeguarding, Data Protection and Diversity and Equality

Person Specification

Criteria	Essential / Desirable	Measured by
Demonstrable knowledge of customer service principles, with an understanding of customer expectations and how these can be met	Essential	Application / Interview
Excellent communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds and ensure smooth distribution of information within the team	Essential	Application / Interview
Team work skills combined with an ability to take on responsibility for actions and ensuring that the highest standard of work is achieved	Essential	Application / Interview
Able to sustain a proactive work ethic throughout long and late shifts	Essential	Application / Interview
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	Essential	Application / Interview
A good understanding of basic health and safety issues	Essential	Application / Interview
Good numerical skills and cash handling experience	Desirable	Application / Interview
A trained first aider	Desirable	Application / Interview
Manual Handling training	Desirable	Application / Interview
Experience working in a front of house position in an arts venue	Desirable	Application / Interview

Summary of Terms and Conditions of Employment

Contract:	Position offered on a rota with other staff subject to events and availability. Minimum call of 3 hours applies
Hours:	To be distributed according to venue's event schedule. Shifts will mainly take place in evenings and at weekends, with a small number of weekday daytime shifts and Bank Holiday shifts
Salary:	£7.38 plus £0.89 holiday contribution = £8.27 per hour (Under 25s) £7.83 plus £0.95 holiday contribution = £8.78 per hour (Over 25s) Payment will be transferred to your bank account monthly on 25 th of the month or the nearest working day
Complimentary tickets	Complimentary tickets to events across Trinity Laban and Blackheath Halls (subject to availability)
Dress:	T-shirt, supplied by Blackheath Halls; Black trousers; Black shoes. Individuals may wear a long-sleeved plain black top underneath this t-shirt in cold weather
Annual Leave:	Holiday pay contribution included within hourly rate
Pension Scheme:	Access to a NEST pension scheme
Car Parking:	A limited number of parking spaces are available, subject to availability