

# Casual Senior Usher

## The Riverfront Theatre and Arts Centre

### Grade 4 SCP 17 £10.02 per hour

*(Employee benefits include access to employee health and fitness membership (fitness, swimming & tennis), competitive annual leave entitlement, local government pension scheme and discounted food and beverages in Newport Live facilities for all our employees)*

Newport LIVE has an opportunity for a Senior Usher to play a key customer facing role and to develop their career within the leisure and cultural sector.

If you are dynamic and enthusiastic about delivering exceptional customer service, increasing opportunities for people to engage in cultural activities and want to be at the forefront of change, this role is definitely for you working as an integral part of the operational management team.

The role will be based at the Riverfront Theatre in Newport.

This role is essential for the operation of the Riverfront facilities. Key responsibilities include deputise for the Front of House Manager, supervising casual ushers, ensuring excellent customer care and health and safety responsibilities are met and supervision of the cashing up process. On non-performance days, the Senior Usher will be responsible for the security of and opening and closing of the building.

Previous experience as an usher/steward/front of house role is essential. Previous experience of supervising staff desirable but not essential.

Should candidates wish to discuss any of the posts please contact Andrew Irving on 01633 656757 or email [Andrew.irving@newportlive.co.uk](mailto:Andrew.irving@newportlive.co.uk).

### **Application Process**

Please visit [Newport Live Careers | Home](#) to complete and application form, alternatively, you can request an application form from [Human.Resources@newportlive.co.uk](mailto:Human.Resources@newportlive.co.uk).

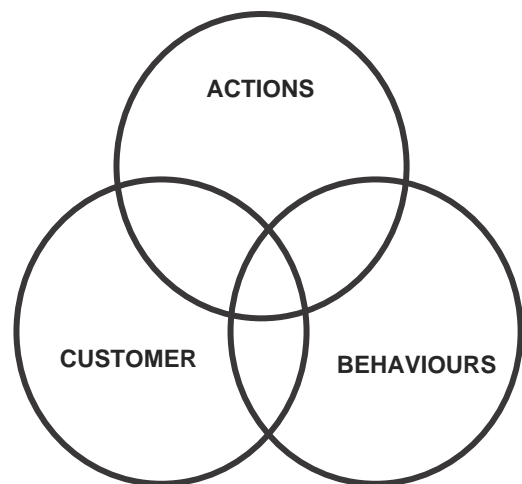
## Job Description

<b>POST:</b>	<b>Casual Senior Usher</b>
<b>JOB PURPOSE:</b>	To be responsible for the security and supervision of the building and employees to ensure that the highest standards of customer service, presentation, cleanliness and environmental conditions are maintained at all times. To ensure venues are promoted and marketed effectively and sales opportunities are maximised by all members of the team.
<b>RESPONSIBLE TO:</b>	Front of House Manager
<b>SALARY:</b>	Grade 4 SCP 17 £10.02 per hour
<b>KEY RELATIONSHIPS:</b>	Members of the public, Riverfront Operational Team, Sales and Marketing, Suppliers
<b>BASE LOCATION:</b>	The Riverfront Theatre and Arts Centre
<b>MANAGEMENT RESPONSIBILITY:</b>	Up to 6 Casual Events Stewards/ Ushers
<b>WORKING HOURS/ PATTERN:</b>	This post will require the post holder to work flexibly including early mornings, evenings, weekends and bank holidays on a regular basis.
<b>TRAINING:</b>	The post holder will be required to attend staff training programmes relevant to the post.

### I will be successful in my role when:

- All of my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier

### HOW MY PERFORMANCE IS MEASURED



**DISCLOSURE AND BARRING:**

This post may result in you having contact with children, the elderly, sick or disabled. Newport Live, therefore, requires that by virtue of the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975, the Children's Act 1989 and/or the Police Act 1997, you reveal any criminal convictions, bind over orders or cautions, including those this would normally be regarded as spent. You must complete the relevant section on the application form, applications will be returned if this section is incomplete. If successful in your application, you will subject to a Disclosure and barring check.

---

**OPERATIONAL RESPONSIBILITIES:**

- 1 To act as Front of house manager for performances in the Theatre and Studio Theatre.
- 2 Being on Duty at least one hour prior to the start time of the performance.
- 3 Ensuring the health, safety and welfare of staff and members of the public using the building.
- 4 Implementing emergency evacuation procedures.
- 5 Representing the theatre in a professional manner.
- 6 Ensuring that ushers carry out their duties diligently
- 7 Maintaining high standards of customer care.
- 8 Ensuring adherence to Newport Live policies, licensing law and health and safety regulations.
- 9 To ensure that merchandise and other sales are correctly accounted for.
- 10 To oversee and check the cashing up of the box office tills.
- 11 Organise merchandise, ice cream and other sales by the ushers.
- 12 Check takings and floats
- 13 Ensure that all monies are recorded and placed in the safe.
- 14 At times when there are not events taking place, to open up the building and/or close down the building.
- 15 Ensuring the safety and welfare of staff and members of the public using the building.
- 16 Implementing emergency evacuation procedures.

**The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned by the Chief Executive of Newport Live.**

**The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.**

**The duties of this post may vary from time to time without changing the general character of the post or level of responsibility entailed.**

The post holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

### CASUAL SENIOR USHER – PERSON SPECIFICATION

Area	Essential	Desirable
<b>Qualifications</b>	<p>1.1 Previous experience in a similar usher/steward/front of house role (A, I)</p> <p>1.2 Previous experience of dealing with the general public (A, I)</p>	<p>1.3 Experience of supervising staff (A, I)</p> <p>1.4 Previous experience of handling and banking money (A, I)</p>
<b>Knowledge, Skills &amp; Competencies</b>	<p>2.1 Good numeracy and literacy skills (A, I)</p> <p>2.2 Flexible to provide assistance in various front of house areas (A, I)</p> <p>2.3 Excellent communication and interpersonal skills (A, I)</p> <p>2.4 Able to deal with customer complaints displaying excellent customer service (A, I)</p> <p>2.5 Ability to work under pressure (A, I)</p>	
<b>Experience</b>	<p>3.1 Knowledge of relevant Health and Safety issues (A, I)</p>	<p>3.1 First Aid at work certificate (A)</p>
<b>Personal Attributes</b>	<p>4.1 Able to demonstrate a passion for delivering excellent customer service (A, I,)</p> <p>4.4 Possess an pleasant and confident attitude (A, I)</p>	
<b>Other</b>	<p>5.1 Ability to work evenings, weekends and bank holidays (A, I)</p>	

	5.4 Ability to work at various Newport Live venues as directed by the Executive Management Team (A)	
--	---	--

**Method of assessment (\* M.O.A.)**

A: Application form (including shortlisting)

C: Certificate

E: Exercise

I: Interview

P: Presentation

T: Test

AC: Assessment Centre