

CANDIDATE PACK CASUAL FOH USHER

HELLO AND WELCOME

Thank you for your interest in this role. It's an exciting time to join the Belgrade Theatre, as we springboard into the future, building on a completed £5.5m capital project, leadership change and ACE Uplift to a Band 1 organisation.

The Belgrade Theatre is one of the largest professional producing theatres in the West Midlands, engaging 250,000 people annually through high quality performances, training, education and community outreach. We have two auditoria (858 and 250 seats), four studios, a production workshop, café, bar, new conferencing facilities, and a digital innovation space.

In January 2022, Laura Elliot and Corey Campbell took over the leadership of the organisation. For the past 18 months they have been implementing ambitious plans that build on the theatre's rich history of pioneering theatre, participation, and talent development and realise a lasting place of sanctuary for creatives and communities.

OUR MISSION AND VALUES

OUR VALUES

NEW VALUES TO INSPIRE

ACTING TOGETHER: We believe by collaborating and co-creating, we'll be greater than the sum of our parts, working collectively to the power of Coventry's people.

COME AS YOU ARE: We believe in providing an inclusive experience to ensure everyone who encounters us can do so as themselves, and that lived experience empowers the LIVE experience.

ALWAYS EVOLVING: We believe in learning and ambition. Each step we take propels the next, and every exit can become a new entrance.

OUR STRATEGIC PRIORITIES

REPUTATION: Grow the profile of the Belgrade as a centre for transformative theatre, contributing to the cultural profile of Coventry and wider region.

RESILIENCE: Future proof the organisation, securing long-term financial and environmental sustainability.

INCLUSION: Embed diversity, access and inclusion in every aspect of what we do.

OUR MISSION AND VALUES

A NEW MISSION TO PURSUE:

To lead a people-first, creative powerhouse, providing transformative experiences, diverse storytelling, mutual learning and enrichment.

AS A STAGE FOR COVENTRY:

We produce and present performances that celebrate our city's diverse stories, artists and communities, and share them with the world; building a reputation for diverse, inspirational theatre.

AS A THEATRE OF LEARNING:

We invest in our region's talent, using our facilities and staff to provide training and opportunities for the next generation of artists and leaders.

As a THEATRE OF TRANSFORMATION:

We provide space and opportunities for people to explore their creativity and enrich their health, belonging and education.

Over the next 3 years we will lead a 'people first' approach; prioritising co-creation and cultural democracy; aiming to be a leading example of an inclusive learning theatre that sits at the heart of its community.

JOB DESCRIPTION

Post:

FOH Usher

Salary:

£12 per hour

Contract/Hours:

This is a Casual post. There are no guaranteed minimum hours

Department:

FOH Operations

Reporting To:

Deputy FOH Operations Manager

Location:

The Belgrade Theatre, Coventry

JOB PURPOSE AND ROLE:

The Belgrade Theatre is a busy organisation producing and presenting plays in two auditoria, a full programme of community engagement, talent development and education work and an expanding Events and Conferencing business, fully operational Monday to Saturday until late with occasional Sunday performance openings and frequent Sunday hires. Our Catering Operations run 7 days/week. This post is in charge of all organisational and administrative aspects for delivering performances as well as driving Front of House (FOH) Sales for the Theatre's business.

With a passion for theatre and its role within the community, the team member will support the Front of House Department's aims, objectives and responsibilities in this varied and dynamic environment; providing a high standard of customer care and a wide range of services essential to the efficient day-to-day

operations of the Belgrade Theatre, its staff, visitors and customers. Much of this work is centred around theatre performances but there are also day time Events that Ushers/Stewards will support.

WHAT WILL YOU DO

PRINCIPLE DUTIES & RESPONSIBILITIES:

- To be a member of the Theatre's team of Ushers to implement and support the Theatre's customer service aims, maintaining a welcoming and professional presence, a high level of customer care and carrying out performance duties as specified by the Duty Manager,
- Some specific duties include, for example, welcoming and showing patrons to their seats, supporting patrons' needs during performances, supervising audiences ensuring their comfort and safety at all times; assist any patrons with specific Access requirements; selling Theatre programmes, confectionary, ices and other merchandise from sales points, and exit leafleting as required, carrying out 'pick-ups' of litter at the end of each performance, helping to keep foyer areas and other public facilities clean and tidy,
- To ensure that patrons understand and respect the policies of the Belgrade, which are there to ensure the comfort of the majority of our visitors, and to intervene, as required, when people act in breach of these policies,
- To be knowledgeable and enthusiastic about the Theatre and its productions,
- It is important that members of the front of house team are available to work regularly, and work flexible hours (during the pantomime season in particular) to ensure that the aims of the department are met,

- Act as an Events & Conferencing Steward supporting these activities under the supervision of the Duty Managers. These will take place at various times of the day and members of the team should be available to work at flexible times. As well as 'Ushering' these events, duties may also include assisting in set ups and supporting other departments who are involved with the event (eg Catering).

Financial

- Demonstrate accuracy in all cash handling and record keeping; closely adhering to cash handling procedures,
- Accurate cashing up of all monies quickly and efficiently.

General Responsibilities

- To be the welcoming face to our external and internal customers, and Visiting Companies and artists, providing excellent levels of customer service, working as part of a team to achieve the highest standards of customer service satisfaction,
- To adhere to Health & Safety and Fire Safety legislation and be part of the team to lead on emergency evacuations,
- To ensure that all front of house areas are kept clean and tidy and presentable at all times.
- Actively selling Front of House sales lines, including: ice creams, sweets, programmes and merchandise,
- To undertake any other duties which are consistent with the function of the job including attending staff meetings and training courses. Such tasks will not be of an unreasonable nature and shall be commensurate with the level of the post,

- To develop an understanding of the Belgrade Theatre brand,
- To work at all times within the Theatre's Equal Opportunities Policy, and especially to create and maintain equality of access for local people to appropriate activities for self-expression within an atmosphere of mutual trust and respect,
- To work within the Theatre's policies, in particular within its Health and Safety policies, and ensure adherence to these policies by freelance workers,
- To act as ambassador for the Theatre in general.

WHAT ARE WE LOOKING FOR

PERSONAL ATTRIBUTES:

Essential:

- Enthusiasm for Theatre and the part it plays in its community,
- Desire to help Patrons from all kinds of backgrounds and with different needs,
- Smart appearance, polite, friendly and efficient manner,
- A reasonable level of fitness and mobility is required because of the physical nature of the post,
- To be an effective champion of the value of live Theatre and be interested in the work that the Theatre is producing and presenting,
- Willingness to embrace the Belgrade Brand Values to be the people who know and care. The Belgrade's character is passionate (energetic), artistic (creative, inspiring, talented) and warm (honest, open and down to earth),
- Flexibility and willingness to embrace change,

- Excellent team worker, supporting the work of colleagues as well as inviting support and input in return.

Desirable:

- Experience working in a similar customer facing role,
- Cash handling experience.

ADDITIONAL INFORMATION

- Starting date: ASAP
- **Salary:** The hourly rate after completion of training is £12 per hour. Your hours will be agreed in advance with your line manager. Shifts are subject to a minimum call of 3.5 hours, payable monthly in arrears
- Working Hours: This is a casual post. There are no guaranteed minimum hours. The Theatre is not obliged to offer you work and you are not obliged to accept it.
- Pension: The Belgrade Theatre runs pension auto enrolment and is currently making 3% employer contributions which will rise in line with legal requirements. The Theatre's appointed pension provider is NEST. Further details are available
- Holidays: For casual staff, holiday pay is calculated according to the number of shifts worked and paid monthly on completed timesheets. The holiday year runs from 1st September – 31st August.
- Additional Info: The Theatre is busiest September to May with less frequent work available June/July and often a closure period in August. However, the expectation is that in a working week of performances you generally work three out of eight shifts in a week, Monday to Saturday, mainly evenings. Some Sunday and Bank holiday working may be requested, particularly over the Panto period and overtime pay rates will apply. Day time shifts are also

available to cover day time matinees and to steward Events or Conferences. The UK Theatre/BECTU Agreement allows for Calls to Work to be altered with 48 hours' notice. Notice may not normally be given between 1 October and 15 December to avoid recruitment difficulties over the department's busiest time. You are required to wear a uniform

- Location: Coventry
- The Belgrade operates a House Agreement based on the UK Theatre (formerly TMA)/BECTU (Broadcasting, Entertainment, Cinematograph and Theatre Union) Agreement and its Staff Handbook outlines the terms on sick pay, maternity leave and pay, paternity leave and pay, grievance and discipline and other relevant staff matters
- Employees' health and safety is of paramount importance, and Management insists that an employee obtains written express permission to take on any paid work or other employment during periods of TOIL (Time Off In Lieu) or holiday. No permission will be given for the first 28 days of holiday as this is a statutory requirement
- On appointment the successful candidate must be able to provide the correct documents as proof of their right to work in the UK
- The candidate's contract of employment with the Belgrade Theatre does not come into force until the first day of work
- Staff are entitled to tickets for shows at the Belgrade Theatre, subject to particular conditions and 10% discount at the Theatre's Café and Bars

HOW TO APPLY

Please send a CV and covering recruitment@belgrade.co.uk or via post to: Recruitment, Belgrade Theatre, Belgrade Square, Coventry, CV1 1GS.

Please clearly mark the subject of your email, or address on the front of your envelope, as Casual FOH Usher.

Your CV should include: dates (months/years) of employment, job title and location. It should also include the name, work address, email address and phone numbers of two referees with a note to say how they know you.

Your covering letter should include: why are you interested in this post (e.g. what qualities you think you can bring to the job, your relevant skills, any additional information you feel supports your application). We recommend that you tell us what you can about yourself, with reference to the What You Will Do & What We Are Looking For sections. Please also include any relevant qualifications or training courses attended.

Alternatively, we can accept applications in other formats, including voicenote or video.

Your covering letter should be no more than two sides of A4/500 words or a [video/voicenote of no more than five minutes](#) in length.

If you are applying through the Disability Confident Scheme, please reference that in your cover letter or application, and also complete the disability confident survey via this link: [Disability Confident Survey](#).

If you need any support to help you apply, please don't hesitate to get in touch and we will do our best to meet your needs. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently under-represented in our industry.

EQUAL OPPORTUNITIES FORM

The Belgrade Theatre is committed to ensuring equal opportunities, aiming to attract and work with staff from a wide diverse pool. The information that you give us on this form will be treated confidentially and stored on our HR database as statistical information only. This will be used to help monitor the diversity of applicants and to enable us to continue to develop policies and procedures regarding diversity and to submit required data to our funders. The information you supply will not be made available to anyone in any form other than anonymous data.

Please complete our monitoring form via this link: [Diversity and Equal Opportunities form](#).