



VISITOR EXPERIENCE ASSISTANT- CASUAL



School Girls; Or the African Mean Girls Play
Photo by Manuel Harlan



Accidental Death of An Anarchist
Photo by Helen Murray



Iphigenia in Splott
Photo by Jennifer McCord

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future. A local theatre with a national impact.

LYRIC VALUES

Work with integrity and respect

We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow

We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused

We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community

We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** by email to jobs@lyric.co.uk and complete an **online equal opportunities monitoring form**: <https://lyric.co.uk/equal-opportunities-form/>
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **10:00am on Monday 15th July 2024**. Interviews will be held on **Monday 22nd July 2024** with an anticipated start date of **Monday 29th July 2024**.

If you would like to submit your application in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative.

DESCRIPTION FOR THE POST OF VISITOR EXPERIENCE ASSISTANT

Responsible to:	Duty Managers/Visitor Experience Manager
Contract:	Casual
Salary:	£11.95 per annum
Hours/Days:	Rotas will be drawn up 2-4 weeks in advance, based on the post-holder's availability and the needs of the business. Hours selected should include a variation of mornings and evenings to support our busy evenings of First Free nights and press nights. We also have an exceptionally busy Panto season where extra shifts can be accommodated. Minimum shift length of 3.5 hours.
Holiday:	The Lyric implements 'rolled up holiday pay'. This means that every time you are paid you will automatically receive holiday pay as a percentage of your pay for the hours worked, and it will be shown as a separate line on your payslip.
Notice period:	One week
Pension:	3% pension contribution after qualifying period
Other benefits include:	Employee Assistance Programme, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

This role sits within the Visitor Experience team. The Visitor Experience Team is part of the Lyric's Commercial Directorate led by the Commercial Director which also encompasses the Bars & Catering Department and the Events & Hires Department.

MAIN PURPOSE OF POSITION

The visitor experience assistant is to welcome and serve visitors to the theatre in an individual and informed way whilst delivering the highest standard of customer service at all times. You will support the theatre, having thorough knowledge of activities and events, whilst ensuring a smooth operation in line with policies and procedures. You will ensure the delivery of the highest standards of customer services in line with Lyric Hammersmith's Customer Experience Strategy.

PRINCIPAL DUTIES

Visitor Experience

- Welcome all visitors and customers to the Lyric
- Assist with visitor enquiries and give accurate information about the Lyric's current and future activity, including educational work carried out in partnership with our partner organisations and other services we provide
- Handle, respond to, and report any incoming visitor complaints and work with the duty manager to resolve any issues in the moment. If appropriate escalate complaints to the duty manager
- To be familiar with the access requirements of any visitor and provide assistance if required
- Embody and promote the "One Lyric Team" value which underpins the work the Lyric carries out
- Support the wider organisation in delivering on the goals outlined in the Lyric's Customer Experience Strategy.

Stewarding

- Act as a steward during scheduled performances and activities in all performance spaces
- Carry out ticket checks and ticket scanning as instructed by the duty manager
- Carry out pre- and post-performance checks of any performance space, foyers, toilets
- Oversee the cloakroom operation and look after visitor belongings
- Maximise commercial sales by selling a range of merchandise, programmes, play texts, ice cream, confectionary etc during the incoming, interval and outgoing
- Act as a fire warden at all times when on duty
- Safely evacuate or invacuate members of the public during an emergency scenario, following instructions from the duty manager and managing visitor expectations
- Be aware of the policy towards theatre photography and filming and take appropriate action when necessary

- Monitor visitor activity and behaviour before, during, and after scheduled activity and report issues to the Duty Manager, and if appropriate, take action to avoid or prevent disruption
- Reset public-facing spaces to the highest standard of presentation

Commercial & Operations support

- As required, provide cover for other commercial teams including covering the bar, hosting commercial hires and events, and delivering table service for food orders
- As required, provide support to the Operations Support Assistant and complete any ad-hoc tasks they may need to handover
- Assist with general tasks when required within the Bars & Catering Department including bar set up, serving customers, clearing tables and pack down of the bar.
- To take part in a number of bar shifts in order to better understand the role and duties that lead the Bars & Catering team.
- To work, on occasion, with the Lyric's Hires & Events team on event set-ups, delivery of events and pack downs.
- To take part in a number of Event Support shifts in order to better understand the role and duties that lead the Events & Hires team

Health & Safety

- Maintain familiarity with the Lyric's evacuation and emergency procedures, and assist with evacuations as required
- Work in accordance with the Lyric's H&S policy
- Help monitor maintenance or repairs advising the relevant people of any issues immediately
- Report any breaches or issues within Health & Safety to the Duty Manager immediately
- Undertake daily theatre cleaning including the auditorium, studio, front of house areas and emptying and removing of rubbish as require

GENERAL DUTIES

- Collect customer feedback and communicate to the Duty Manager.
- Attending internal and external meetings as required.
- To adhere to the Lyric's Equality, Diversity and Inclusion Policy, Anti-Racism Strategy, Health & Safety Policy and any other policies or plans the Lyric may introduce in the future.
- Work at all times in accordance with the Lyric's Environmental Sustainability and Action Plan and proactively develop and encourage environmentally sustainable practice.
- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities
- To act always in the best interests of the Lyric Hammersmith Theatre
- To undertake any other duties as agreed with the Visitor Experience Manager as is appropriate to the post

This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

Essential Criteria

- Available to work at key business times i.e. evenings and weekends
- Customer facing experience, in particular in a retail, leisure, or hospitality environment
- Passionate about excellent customer experience and service
- Confident in communication with customers and colleagues
- Good organisational skills, effective time management and ability to prioritise and have autonomy over tasks
- Good attention to detail
- Resourceful and able to work under pressure

Desirable Criteria

- Experience in a service-related industry
- An interest in and knowledge of theatre and Lyric Hammersmith's programming

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality, Diversity and Inclusion Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

The Lyric Hammersmith Theatre has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and supports parents and carers working in theatre.

APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk.

We look forward to receiving your application.