



TOBACCO
FACTORY
THEATRES

JOIN THE JOURNEY...



Tobacco Factory Theatres is a place of Welcome and Wonder. A safe and inspiring place to share stories and be creative. Based in the iconic Tobacco Factory in South Bristol, our work connects people through the power of live theatre and the arts.

We present over 300 performances annually to audiences of over 50,000 including bold in-house productions and co-productions with nationally respected companies. We also receive many of the country's top touring performances, from exciting new work to comedy, music, spoken word and work for families.

We have two dynamic spaces, The Spielman which houses our experimental and engagement programme and The Factory, a flexible and unique space which presents work in a variety of ways including our distinctive 'in the round' configuration.

Over 400 local creatives take part in our Artistic Development programmes; including our Acting and Writers Labs and city wide Artist Membership scheme. We are proud to offer thousands of creative learning and participation opportunities to local people through our Get Involved programme from regular workshops to bespoke offers.

In 2024, we made our work more accessible than ever with over 5,000 financial difficulty and Under 26 tickets issued for those who would not be able to attend at the standard price. At Christmas we were delighted to offer our free Community Performance for local youth projects, refugee charities who support asylum seekers, school children and organisations working with people with additional needs.

Working from a place of sustainability, the last year at TFT has been an exciting time of growth for the organisation with 3 new home made productions; The Marriage of Figaro (co-produced with Opera Project), Hansel and Gretel (co-produced with New International Encounter) and The Winter's Tale (directed by our Artistic Director, Heidi Vaughan) forming part of a dynamic new in-house production programme. These productions compliment our extensive received programme and dynamic Get Involved activities, bringing opportunities to welcome even more people through our doors as part of our wonderful journey.

Job Title: Front of House Assistant
Reports To: Front of House Coordinator

Responsibilities

Tobacco Factory Theatres is looking for new Front of House Assistants to join our Front of House team. We are looking for friendly, reliable and organised members of staff with excellent customer service experience to work evening and weekend shifts during shows and events in our theatres. As a Front of House assistant you will work on our Theatre Bar selling drinks, snacks and merchandise, you will assist customers as they visit the theatres and you will act as ushers during performances. Shifts mainly take place during evenings and at weekends. The Theatre is open all year round including the busy holiday periods when Front of House Assistants will need to be available. This includes Christmas and New Year when shifts will include Boxing Day.

Duties

Bar

- Proactively support the set-up and pack-down of the theatre bar, ensuring the highest standards of hygiene and presentation are met.
- Serve customers from the bar pre-show, during the interval, and post-show, preparing drinks, snacks, and merchandise orders as required.
- Have good working knowledge of products, upselling and engaging in the story behind the products.
- Ensure that any maintenance queries are logged with the Duty Manager, performing basic maintenance when required.
- Work in a clean and tidy manner whilst serving on the bar.
- Work collaboratively as part of a team.
- Adhere to all cash handling procedures and work with Lightspeed K Seriestill system.
- Abide by and enforce licensing laws.
- Report low stock levels to the Duty Manager.

Theatre

- Usher performances in both theatre spaces.
- Assist with latecomers.
- Monitor and ensure the safety of audiences.
- Assist the Duty Manager during incidents or evacuations.
- Be aware of your responsibilities and role in an evacuation.
- Give tailored support to access customers, determined by their needs.
- Positively and proactively respond to customer needs and enquiries.

Operations

- Ensure smooth delivery of private hires, conferences, and event activities, working under the Duty Manager.
- Ensure all health and safety standards are met and all in-house procedures are followed.
- Be a proactive member of the team in all aspects of the role including escalating concerns, or raising ideas for additional measures that could be put in place.
- Work alongside the Duty Manager on shift to ensure the smooth running of the Theatre, Bar and Front of House during public performances.
- Assist audience members during visits to the theatres.
- Sell, maintain quality and safe storage of merchandise and programmes.
- Promote future performances.
- Represent the theatre in a helpful and friendly manner; ensuring the highest standard of customer care while maintaining the unique, approachable and accessible persona that Tobacco Factory Theatres is known for.
- Report and correctly store lost property with Duty Manager.
- Other related tasks asked of you by the Duty Manager.

PERSON SPECIFICATION

We would like to hear from people who have:

- Have excellent customer service experience.
- Have previous bar experience.
- Have cash handling experience.
- Enjoy working in a fast paced, public facing setting.

Applicants may also have:

- Experience using Lightspeed till software
- An in date First Aid, Fire Marshal or Health and Hygiene certificates
- Worked in a Theatre Bar or Ushering Position previously

Role Hours

Variable, by arrangement. Evening and weekend work will be required. Flexibility will be needed based on the requirements of the programme. Tobacco Factory Theatres is open all year round and you will be expected to be able to work either Boxing day or New Year's Eve and should only apply if this is possible for you.

TERMS & CONDITIONS

Contract: Casual/ Zero Hours Worker

Employer: Tobacco Factory Arts Trust

Salary: 12.21 per hour

Location of post: Tobacco Factory Theatres, Raleigh Road, Bristol, BS3 1TF.

Probation period: Two months during which notice will be one week

Notice thereafter: 1 month

APPLICATION PROCESS

All applications will be considered. Please give detailed examples of how your experience matches with the points of the job description and essential criteria as this is how we will shortlist for interviews.

Whilst we welcome applications from people of all backgrounds, we encourage applications from people whose identities or backgrounds are under-represented in our organisation, including those who face barriers to opportunities, people from working class backgrounds, people from the LGBTQIA+ community, and people from Black, Asian, traveller, mixed heritage or other global majority backgrounds.

If this applies to you, please refer to this in your application and we will guarantee an interview if you meet the criteria listed in 'We would like to hear from people who have'.

If you require an Application Pack in an alternative format or have any questions about this role or the application, please email:

recruitment@tobaccofactorytheatres.com

To apply:

Please email recruitment@tobaccofactorytheatres.com with the subject 'Front of House Assistant' and include all of the following:

- A completed application form outlining your experience against the personal specification.
- Or a short film/audio file detailing relevant experience and why you want this role
- A completed Equalities Monitoring form

Deadline:

10AM Monday 23rd June

Applications received after that time cannot be considered.

Interviews:

Week beginning 30th June and 7th July

Start date:

ASAP following offer.

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