



JOIN THE JOURNEY

FRONT OF HOUSE ASSISTANT
JOB DESCRIPTION

TOBACCO
FACTORY
THEATRES



ABOUT US

SCOPE

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APPLICATION PROCESS

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.

FRONT OF HOUSE ASSISTANT

Reports to:	Front of House Coordinator
Hours:	Variable, by agreement. Evening and weekend work will be required. Flexibility will be needed based on the requirements of the programme. The successful candidate must be available to work during the busy festive period, including the week between Christmas and New Year.
Salary:	£12.21 per hour
Contract:	Zero hour contract
Holiday	Accrued based on number of hours worked

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.

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.

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All applications will be considered.

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’.

WE WOULD LIKE TO HEAR FROM PEOPLE WHO:

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

YOU 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

SUBMITTING YOUR APPLICATION

- 1 Include one of the following:
 - Completed TFAT Application Forms
 - [Part 1](#)
 - [Part 2](#)
 - We also accept a short film or audio file as an alternative to the written application form. In your submission, please outline your relevant experience and explain why you are interested in this role. Please note that our interview panel will review only one application per person; either the written form or a short film/audio file.
- 2 Also include a completed [Equalities Monitoring form](#).
- 3 Please email us using the subject line below:



Email: recruitment@tobaccofactorytheatres.com
Email Subject: [Front of House Assistant](#)



Application Deadline: **10:00 AM, Mon 10 Nov 2025**



Interview dates: **12th Nov 2025**

ALTERNATIVE FORMATS & INQUIRIES:

If you need the Application Pack in an alternative format or have questions, email recruitment@tobaccofactorytheatres.com.