



RECRUITMENT PACK

SEPTEMBER 2026

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Front of House Assistant

September 2026

TOBACCO
FACTORY
THEATRES

Job title: Front of House Assistant

Reports to: Front of House Coordinator

Responsible for: No line-management responsibilities

Tobacco Factory Theatres is looking for several new Front of House Assistants to join our team. We're looking for friendly, reliable and organised team members with excellent customer service experience to work evening and weekend shifts during shows 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.

Rotas are confirmed one month in advance and shifts range from 3 – 5 hours in length. The Theatre is open all year round, including the busy holiday periods when Front of House Assistants will need to be available, including Christmas and New Year.

Shifts mainly take place during evenings and at weekends and each week must include at least one weekend shift. All Front of House Assistants need to be available to work on Boxing Day.

JOB DESCRIPTION

This is a non-exhaustive list and you may be asked to complete tasks which do not appear in this job description.

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 EPOS NOW.
- 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 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 of 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 excellent customer service experience.
- Have previous bar experience.
- Enjoy working in a fast paced, public facing setting.
- Have good availability to work over the festive period, including Boxing Day (which is a required shift).

You may also have:

- Previous experience working in a theatre.
- Cash handling experience.
- An in-date First Aid, Fire Marshal or Health and Hygiene certificate.
- Experience of bar management including stock takes, stock control and line cleaning.

TERMS OF EMPLOYMENT

Wage:	£12.71 per hour, paid in monthly in arrears.
Contract:	Casual/Zero-hours worker.
Hours:	Variable by arrangement. Evening, weekend and Boxing Day shifts will be required.
Holiday entitlement:	Holiday accrued (pro rata) depending on hours worked.
Probationary period:	1 month
Notice period thereafter:	1 month
Place of work:	Tobacco Factory Theatres, Raleigh Rd, Bristol, BS3 1TF

APPLICATION PROCESS

Application deadline:	10am Wednesday 30 September
Interview dates:	We expect to hold interviews week commencing 5 October 2026.
You can apply for the role by completing the written application forms (parts 1 and 2) or by submitting a film or audio file.	Option 1: Complete the application forms outlining your experience against the personal specification. Application Form Part 1: Personal Information Application Form Part 2: Experience Option 2: Create a short film or audio file explaining your relevant experience and interest in the role.
Complete the Equal Opportunities form.	Equal Opportunities Form
Submit both the application and Equalities Monitoring Form by email.	Send your application by email to: recruitment@tobaccofactorytheatres.com Please use this subject line: FOH Assistant
Contact us to request the recruitment pack in an alternative format or ask further questions about the role.	You can find out more information about Tobacco Factory Theatres on our website. If you need the Application Pack in an alternative format or have further questions, please email recruitment@tobaccofactorytheatres.com.

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.

ABOUT TOBACCO FACTORY THEATRES

Tobacco Factory Theatres is a live performance venue in the Tobacco Factory building on North Street, Bristol, where artists, audiences and communities come together to share extraordinary live experiences. Our mission is to be 'a place of welcome and wonder', creating an environment where everyone feels they belong and where creativity can thrive.

Everything we do is guided by our values:

- **Listening:** valuing different voices and experiences.
- **Connecting:** building meaningful relationships with colleagues, artists, audiences and our community.
- **Creating:** supporting imaginative, ambitious and high-quality work.
- **Curiosity:** embracing learning, innovation and new ideas.
- **Integrity:** acting with honesty, care and accountability.

THANK YOU
FOR YOUR APPLICATION

WWW.TOBACCOFACTORYTHEATRES.COM

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