



## **JOB DESCRIPTION**

**JOB TITLE:** Visitor Experience Assistant (VEA)

**HOURS:** Shifts offered as and when required (casual agreement)

**SALARY:** £12.00 per hour

**RESPONSIBLE TO:** Visitor Experience Lead

### **Job overview**

Visitor Experience Assistants are at the forefront of our Visitor Experience Team at the Theatre. This role will sell tickets, serve refreshments, and welcome visitors, audiences and participants of all ages and backgrounds to the building. These are multi-skilled roles, providing a holistic visitor experience. Visitor Experience Assistants will work across all visitor-facing functions, as required. The focus of this role is to provide the best experience for everyone who visits our spaces, for any purpose. You will be flexible and able to adapt. You will help to create an inclusive and accessible space for all.

Shifts will be offered to you on an ad hoc basis, as and when there is work to be done. You are free to accept or decline shifts, and we are under no obligation to offer you engagements or re-engagements.

### **Duties and responsibilities**

- Use our customer management system (CRM), Spektrix, to sell tickets and respond to ticket and event related queries.
- Welcome visitors to the building, and provide information about shows, and other RET activity.
- Pre-show preparation, including scanning tickets, showing people to their seats, Health and Safety checks.
- Interval refreshment sales, including preparation and clearing up after the interval.
- Operate the doors to the module on a show-by-show basis, ensuring accurate timing.
- Taking part in evacuation procedures and drills and keeping a full working knowledge of RET's procedures.
- Ensuring that the front of house areas are clean and tidy throughout your shift.
- Assist in other events including external hires, engagement projects and fundraising campaigns, as required.

### **DUTIES & RESPONSIBILITIES OF ALL TEAM MEMBERS**

- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Engage with projects and events led by other teams (such as fundraising events).
- Work to the RET's Code of Behaviour and Equality and Diversity policy and help to achieve the Theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RET's Health and Safety Policy.
- Work to other guidelines, procedures and policies provided by the company.
- Support RET's sustainability aims.

- Develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RET visitors.

## **WHAT WE WILL PROVIDE**

- A supportive, inclusive and collaborative working environment. We will consider everyone's needs and improve where we can.
- Safe routes and structures to report anything that has a negative impact. We'll keep learning and growing.
- A stimulating and creative workplace where everyone's opinions and ideas can be shared.
- Access to mental health and wellbeing services.

## **PERSON SPECIFICATION**

### **Essential:**

- Excellent communication, organisational and timekeeping skills
- Professional and polite manner
- Flexible and reliable team player, able to follow workplace procedures, work tidily and efficiently and deliver consistently good service
- Experience of working with the public, ideally in a similar environment such as a theatre, museum or visitor attraction
- Ticketing & CRM system experience
- The ability to work under pressure and multitask
- Independent problem-solving skills and the ability to prioritise

### **Desirable:**

- A passion/interest in live performance and theatre-making
- IT Literacy

## RET VALUES AND BEHAVIOURS

We are invested in the people we work with and their values and behaviours. We want all our team to display and live by the following principles:

### ACCOUNTABLE

- We take ownership of our own part and are accountable for our own decisions.
- We trust others to be responsible for what they do, and how they do it, to drive the aims of RET and its future.
- We will challenge people and practice, as well as support them, to achieve our aims especially in our active commitment to removing discrimination.

### HONEST

- We will ask difficult questions, feel empowered to do so and give and receive feedback, even if it is difficult to say or hear. This is vital for equality, diversity and inclusion.
- We will be empathetic and demonstrate emotional intelligence.
- We will apologise if we have done something wrong – and move on.

### OPEN

- We will develop the appetite to learn and grow, so that we can be truly open to anyone and everyone.
- We will be collaborative, flexible and adaptable in how we do things and get “stuck in” if we see others need help.
- We will welcome innovation and show entrepreneurship where we can.