

Job Description

Job Title: Theatre Ambassador

Reporting to: Directly to Front of House Manager & Duty Manager when on shift

Hours: A variety of hours are available including days, evenings and weekends.

Summary of Role

Theatre Ambassador is a new volunteer role within the theatre. The Theatre Ambassadors are the first point of contact for those visiting the theatre and are the friendly, professional welcoming face of the theatre. We want all our customers to feel welcome and we are well known for our outstanding customer service. Theatre Ambassadors are also invited to attend events in the community such as fetes and open days as representatives of the theatre. Theatre Ambassadors are also on hand on show nights to assist in the event of an evacuation following the lead of the duty manager and stewards. To be successful as a Theatre Ambassador you will need to be friendly, well-presented and possess excellent customer service skills with a willingness to learn and adapt as necessary.

Key Responsibilities

- familiar with evacuation and emergency procedures, and assist with evacuations as required
- To always ensure your own health and safety and that of all others within the building
- To know the offerings of the theatre to be able to assist with recommendations of shows, films etc
- To be familiar with the offerings in café, bar and kiosk to be able to make relevant recommendations to customers who are visiting
- Greet audience members in the building
- To be familiar with the theatre layout to be able to direct customers to the relevant areas.
- Report any issues with venue facilities following the correct procedures.

- To represent the theatre at community events and fetes throughout the year.
- To positively promote the theatre when at the theatre and day to day.

Theatre Ambassador Requirements:

- Strong communication and interpersonal skills
- Able to deal with customer enquiries with sensitivity
- Ability to think on your feet and take initiative
- A friendly, polite, and courteous nature
- Strong customer service and team working skills
- Have awareness of diversity and equality
- To attend all relevant training sessions including Fire Safety and Evacuation.