



POSK Theatre

## Front of House Assistant

The POSK Polish Centre is the largest Polish cultural and community centre in the UK. We serve as a hub for the Polish community while also hosting and offering events to the wider local community. Located in Hammersmith, the building contains a theatre, Jazz Café, gallery, restaurant, café and bar as well as other space used by local businesses and organisations.

### **About POSK Theatre**

Events in the 300-seat theatre are diverse; as well as plays we have cinema screenings, opera, classical concerts, children's theatre, conferences and other events. Through these events, the theatre preserves and promotes Polish heritage for the British-Polish community as well as providing other communities with the chance to engage with the best Polish culture. The space is also available and used for non-Polish events giving local schools and performing arts companies the opportunity to perform in both private and public events. Non-Polish events have included Chinese opera, school performances, children's opera and musicals.

### **The Role**

Title: Front of House Assistant  
Location: The Polish Social and Cultural Association, 238-246 King St, Hammersmith, W6 0RF  
Reporting to: Technical Theatre Manager & House Manager  
Contract: Zero Hours, £10.00/hr, 4-hour shift minimum

As venues and communities start to re-open after the coronavirus pandemic, POSK Theatre is looking to establish a pool of enthusiastic Front of House Assistants who can welcome our patrons back to the theatre. As the public face of the theatre, the FOH team provides a high level of customer service and enthusiasm for our patrons while ensuring standards of Health and Safety are maintained during events.

Events will take place mainly on weekends with potentially some weekday evenings.

### **Responsibilities and Duties**

#### **Customer Service**

- Ensure the good order of seats and walkways before events.
- Welcome to all visitors with a friendly and warm attitude.
- Manage audiences, including queuing, ticket checking, direction to seats and supervision during events.

- Assist audience members with accessibility requirements ensuring they have sufficient priority.
- Provide patrons with information on facilities within the building, including the locations of restrooms, café, restaurant and other venues.
- Deal with customer concerns and complaints appropriately, referring issues to the Theatre Manager as necessary.

### **Health and Safety**

- Learn POSK Theatre's evacuation procedure for emergency situations.
- Assist patrons in case of emergency or evacuation.
- Ensure the safety of the auditorium with respect to evacuation routes and seating.
- Report any Health & Safety issues or incidents to the Theatre Manager.

### **General**

- Remain in communication with the Theatre Manager and other team members during events.
- Attend training and briefings as required.
- Work as a pro-active and friendly team member.
- Carry out further FOH duties as directed by the Theatre Manager.

### **Specification**

#### **Essential**

- Interest and passion for the arts and live events.
- Able to remain calm, professional and approachable while working.
- Able to work as part of a team.
- Able to work flexible hours, including evenings and weekends.
- Able to be reliable and punctual in all aspects of the role.

#### **Desirable**

- Experience working in customer facing roles (including but not limited to theatre, cinema, festivals etc.).
- Knowledge of Health and Safety protocols for live events.
- Polish language skills.

### **How to Apply**

Email a covering letter and CV to [theatre@posk.org](mailto:theatre@posk.org). We will be in contact in due course to arrange virtual interviews.