



Kiln Theatre

Front of House Assistant

Job Information Pack

Kiln Theatre views the world through a variety of lenses, bringing unheard voices into the mainstream. We present high-quality and innovative work, which provokes debate and emotionally engages. Located in Brent, the most culturally diverse borough in London, we are a local venue with an international vision.

Converted from a music and dance hall, the Tricycle Theatre opened in 1980 as the permanent home of the Wakefield Tricycle Company. In September 2018 we completed a much-needed renovation that future-proofs the building for the next generation of theatregoers and theatre makers. The transformed Tricycle was renamed Kiln Theatre, locating it ever more closely with Kilburn and building on the company's artistic legacy through an exciting programme of new work.

Today, with Artistic Director **Indhu Rubasingham** and Executive Director **Daisy Heath**, Kiln Theatre continues its reputation of world-class British and international work, reflecting the exceptional diversity of its local community.

'The new theatre's a hit' The Telegraph

Kiln Theatre has a 294-seat theatre alongside a 300-seat cinema, a beautiful bar and café, plus three rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We want everyone to experience the power of theatre.

We were forced to close our building in March 2020 due to the COVID-19 nationwide lockdown, cancelling all performances and screenings and closing the café, restaurant and bar. During this time, we continued our core work with our local, young people; as we look to the autumn, we are finding new ways that our workforce and facilities can be used to help our community of Brent as our reopening plans solidify, and we are planning to reopen the full building in April/May 2021 subject to latest government guidelines.

'There's something different about this theatre. There's a feeling of inclusion'

Audience Member

OUR VISION

To uncover our shared humanity, illuminating our connection through stories, and deepening our capacity to empathise with the other.

OUR MISSION

Registered Charity Number 276892

To make theatre for all by making space for unheard/ignored voices.

We encourage artists of all ages and backgrounds. Our ambitious Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Antoinette Nwandu's *Pass Over "Waiting for Godot* for the Black Lives Matter era" (Time Out), *Snowflake* by Mike Bartlett, *When the Crows Visit* by Anupama Chandrasekhar and our community play *The Seven Ages of Patience* written by Chinonyerem Odimba which had a cast of over 80 players "Kiln has done a fantastic job of supporting the local community and has presented a clear example of how transformative this sort of work can be" (Broadway World).

OUR VALUES

Kiln Theatre is Inclusive
Kiln Theatre is Authentic
Kiln Theatre is Heartfelt
Kiln Theatre is Fearless

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

KILN CINEMA

Our 300-seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. Recent partners have included: NT Live; Globe on Screen; BFI London Film Festival; Images of Black Women Film Festival; DocHouse; Kilburn Film Festival.

FUNDING

Our annual turnover is approximately £3.5 million. Kiln Theatre receives funding from the Arts Council England as a National Portfolio Organisation. Other income comes from box office ticket sales and other revenue streams (including catering), with a final sum generated through fundraising.

THE ROLE

Title:	Front of House Assistant
Location:	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Reports to:	Front of House & Audiences Manager
Contract:	Casual Worker
Rate of Pay:	£37.98 per shift (minimum 3.5 hours)

Purpose

The Front of House team is the public face of Kiln, welcoming audiences and delivering excellent customer service, while ensuring health and safety and licencing regulations are met. Everyone at Kiln strives to make the building an inclusive and friendly place which reflects and celebrates our local communities. FOH Assistants will be allocated shifts across various types: theatre usher, cinema usher and also the café and bar.

Key responsibilities and duties

Customer Service

- Uphold the Kiln's existing high standards of customer care.
- Provide a warm inclusive welcome to all customers and visitors, using diplomacy and empathy when required.
- Assist and deal with customer complaints confidently, effectively, and appropriately.
- Support the Audiences & FOH Manager or Duty Manager in the management of audiences, queues, ticket checking, and in the supervision of the audience experience during performances and/ events.
- Ensure the clean and tidy presentation of Front of House areas, checking toilets and FOH displays as appropriate.
- To provide clear, confident and respectful communication with colleagues and members of the public at all times.
- Provide accurate information about the Kiln Theatre and its productions.
- Support our access performances and play an active role in implementing the Kiln's access policy ensuring that all our audiences needs are met.
- Complete audience feedback questionnaires during performances, screenings, and events.
- To be ambassadors for the Kiln's work and to embody its inclusive mission.

Health and Safety

- Be fully conversant with the Kiln's emergency and evacuation procedures and assist with all evacuations of the building.

- Adhere to all Fire, Health and Safety procedures to minimise the risk of injury or accidents at all times.
- Be responsible for your working environment and report anything unusual, suspicious, or unsafe to the Audiences & FOH Manager, Duty Manager or Production & Events Technician
- Act in accordance with Kiln's Premises License conditions at all times.

Finance

- Ensure all cash and equipment is kept safely whilst on the premises.
- Being pro-active in Front of House sales to ensure maximum profitability and to accurately reconcile and record cash takings.
- Check and maintain stock levels of merchandise.
- Check float and cash-up takings with attention to accuracy in money handling & reconciliation, completing merchandise tally sheets when required.
- Maintain levels and appearance of all stock and publicity material throughout public areas.
- Support and promote the Kiln's Café, Bar and Kitchen to customers and visitors .

Green and Sustainability

- As member of FOH team, play a part in Kiln's aims to reduce its impact on the environment where possible.
- Encourage audiences and visitors to recycle as much waste as possible.
- Positively act on suggestions from Kiln's Green team as they develop ways to improve the organisation's green credentials, and contribute ideas where possible.

General

- Promote, maintain and work to deliver the mission and values of Kiln Theatre.
- Be an active and supportive member of Kiln Theatre's staff team.
- Actively promote all shows, films, events, products, and services on sale, whilst remaining up to date on the Kiln Theatre's activity.
- Attend all training and briefings required of the role.
- Contribute to maintaining a good working relationship with all departments across the organisation.
- Comply with all statutory requirements, particularly in respect of GDPR, the Equalities Act 2010, Health & Safety regulations and Kiln Theatre's Safeguarding Policy.
- Carry out such other duties as may reasonably be required by Head of Operations & FOH.

Person Specification

Essential

- Passion for theatre, cinema and the performing arts
- Commitment to and understanding of the vision and mission of Kiln Theatre
- Excellent communication and interpersonal skills.
- Ability to multi-task and prioritise during busy times.
- Experience or ability in dealing with members of the general public.
- Ability to remain calm, communicate clearly, and maintain a professional and friendly manner under pressure.
- Ability to be adaptable and demonstrate initiative in changeable situations.
- Ability to work as a team member and perform duties as instructed.
- Ability to work flexible hours with a rota system.
- Excellent time keeping and reliability.
- Confidence and accuracy in handling cash

Desirable

- Experience working in customer facing role in a Theatre, Cinema, Multi-Purpose venue or Festival or similar.
- Desirable some food service experience or knowledge.
- A general understanding of Health and Safety for yourself and others.

This job description is a guide to the nature of the work required of Front of House Assistant and does not form part of the contract of employment.

TERMS AND CONDITIONS

Contract:	Casual Worker
Salary:	£37.98 per shift (minimum 3.5 hours) and any additional hours to be paid in 15 minute increments at £10.85 per hour, payable weekly in arrears normally on a Friday by BACS less deductions for PAYE tax and National Insurance
Probationary period:	3 months, followed by review with line manager
Pension:	Kiln Theatre operates an auto-enrolment pension scheme for all employees. Kiln's contribution is capped at 3% of basic salary although employee may contribute more
Holiday entitlement:	Statutory allowance
Other benefits:	Complimentary tickets for preview performances, subject

to availability, £2 tickets to Kiln Cinema and 20% staff discount in Kiln Kitchen bar/café/restaurant

Equal Opportunities

Kiln Theatre is an Equal Opportunities employer and we strive to create an inclusive environment that reflects and celebrates our local community. We particularly encourage applications from Black, Asian and ethnically diverse people and D/deaf & disabled candidates as these groups are currently underrepresented in our staff team.

How to apply

This is an ongoing recruitment opportunity. Get in touch as soon as possible.

Please send your completed application form to recruitment@kilntheatre.com. For your application to be considered you will also need to complete the Equal Opportunities form, available via this link: <https://forms.office.com/r/3izHDJGV10>

Forms and further information can be found at <https://kilntheatre.com/ourstory/jobs/>

Email recruitment@kilntheatre.com including 'Front of House Assistant' in the subject line.

What happens next?

All applicants will be contacted regarding the outcome of their application. Due to the anticipated number of applications please avoid contacting us regarding the status of your application, we may take some time to get back to you. For any other enquiries you can email recruitment@kilntheatre.com.