

**July 2025**

Thank you for your interest in the post of **Front of House Assistant – Fixed Term**.

This pack includes information on Stratford East, the job description, person specification and details on how to apply. Please read all the information carefully before starting your application. Only relevant information will be considered when shortlisting applicants for interview. You may find it helpful to look at the Stratford East website [www.stratfordeast.com](http://www.stratfordeast.com) for general information on the theatre's policies, current programme and past history.

We would like all applicants to know that if they need additional support during the recruitment process we are happy to make reasonable adjustments.

Supporting statements can be submitted in written, video or audio format, please see the application form for more details.

To apply for the post, please:

- Complete an application form. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Complete the equal opportunities monitoring form via this link: [Applicant Monitoring Form](#) (optional)
- Enter your details on our online submission form:

<https://hr.breathehr.com/recruitment/vacancies/41941> and upload the application form.

- When submitting your application form via our website, please ensure your full name is part of the file name of the document you upload.
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **Midday on Monday 28 July. Applications received after Midday on the deadline date will not be accepted.**

It is intended that initial interviews will take place on **w/c 04 August 2025.**

We may ask you to carry out a task as part of the interview process. We give as much notice as possible ahead of a task. We are happy to make reasonable adjustments for applicants, if needed, to complete the task.

We look forward to receiving your application and thank you for your interest in Stratford East.

## **Stratford East**

Stratford East is here to make truly great theatre in an atmosphere that welcomes all, with extraordinary shows that are affordable by all in the beating heart of East London.

Stratford East is a producing theatre, built in 1884, in the heart of East London, situated a short walk from Stratford station. We have a proud history and an exciting future. We represent our culturally and socially diverse community in the work we make, the people we employ and our audiences and participants. We tell stories that are current, political and representative of London.

From 1953 – 1979 the theatre was the home of Joan Littlewood's legendary Theatre Workshop Company. The Company received international recognition with their acclaimed productions such as *Oh, What a Lovely War!* and *A Taste of Honey*. Many leading actors, writers and directors have been part of the Theatre Royal Stratford East family including Meera Syal, Barbara Windsor, Don Warrington, Sheila

Hancock, Indhu Rubasingham, Tanika Gupta, Roy Williams and Cynthia Erivo.

Under Lisa Spirling's Artistic direction, we present a bold programme of reimagined classics, timely revivals and ground-breaking new work. We are celebrating 140 years of Stratford East with a jam-packed season of shows that celebrate our community spirit, carrying the baton of the past brightly into the now, and onto the future. For more information visit our website.

Alongside our work on stage, we run a Learning and Participation offer that is accessible and inclusive to all, with the aim to develop creative talent for people of every age. We run a range of programmes to create a lasting impact for our local community which aims to:

- provide routes into the industry, across all theatre departments, with a particular focus on diversifying those coming into the workplace, ensuring the theatre workplace of the future is a diverse and skilled one; and
- provide opportunities to people of all ages to develop their creative talents and engage with the work of the theatre, ensuring that there is a creative outlet to the widest possible constituency.

## **Governance and Finances**

Stratford East is a registered charity (Charity Name: Pioneer Theatres Ltd) and a company limited by guarantee. Stratford East Trading Limited is a subsidiary of the charity and operates the bar and catering provision. We are overseen by a non-executive Board of Directors who delegate the day-to-day management of the theatre to the Artistic Director and Executive Director.

We have an annual turnover of approximately £3.5m and our work is funded through four main sources: grant income from Arts Council England; box office income; fundraising income from trusts, businesses and individuals; and other earned income which includes commercial hires, catering and front of house sales.

## **Safeguarding and Safer Recruitment Practises**

Stratford East is committed to safeguarding and embeds safeguarding in all of its working practices.

As part of our recruitment process, we ask applicants to agree to undertake a DBS check and complete a self-disclosure form, if applicable to the role.

If required, applicants will need to complete a self-disclosure form if invited to an interview. The completed form should be brought to the interview in a sealed envelope, marked 'confidential'. The envelope will only be opened, and the contents reviewed, as part of our referencing process, if the candidate is successful. All unopened disclosure forms will be shredded.

References are only sought for successful candidates, when referees are approached, we will ask them to assess the candidate's suitability for the role if it involves working with children, young people, and vulnerable adults.

## **JOB DESCRIPTION**

**Job Title:** Front of House Assistant

**Reporting to:** Theatre Operations Manager

**Key Working Relationships:** Front of House team, Duty Management, Bar staff, Box Office staff, members of the public

## **MAIN PURPOSE OF THE POST**

We are looking for an enthusiastic individual to join our team and ensure a high quality experience for our audience members. We are looking for someone with experience in a customer facing role and who is eager and enthusiastic to learn new skills.

This is a casual position working during show times for Stratford East's Front of House department. Working closely with Front of House Supervisors, you will ensure the theatre continues to provide a high level of audience satisfaction to theatre-goers and the general public - maintaining the famous warm and friendly atmosphere Stratford East (SE) is renowned for. This position is fixed term until 03 January 2026.

## PRINCIPAL DUTIES AND RESPONSIBILITIES

- Being a friendly and efficient first point of contact for the public.
- Checking tickets and showing audience members to their seats.
- Dealing with customer queries.
- Maintaining a clean and presentable auditorium and Front of House.
- Ensure audience safety and comfort and to pro-actively deal with any issues that arise.
- Selling confectionery, ice cream, programmes and merchandise before, during or after each performance.
- Assisting with the cleaning of Front of House areas.
- Participation in fire evacuation drills under the supervision of the Duty Management team.
- Taking part in any Front of House meetings and training sessions.
- Undertaking any other duties as required appropriate to the post, including assisting with Events.

## Other

- Act as a public face for SE; acting professionally and responsibly without bringing the SE name into disrepute.
- Remain familiar with the SE's programme and other facilities, in order to converse with customers in an informed and confident manner.
- To be familiar with and abide by all SE Company Policies including, but not limited to, our Equal Opportunities Policy, Dignity at Work Policy and Health and Safety Policy

## PERSON SPECIFICATION

	Essential	Desirable
<b>Experience and Knowledge</b>		
Previous experience working with the public in the provision of a service and particularly in a theatre as an Usher or Steward (desirable)		X

Experience and training in customer service, First Aid, and Disability Equality		X
A good knowledge of the local area and an understanding of Stratford East's audiences		X
<b>Personal Attributes</b>		
Able to work flexible shifts, including weekday day times, weekends and evenings on a consistent and reliable basis	X	
Able to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people	X	
Able to handle money and stock accurately	X	
Good communication skills	X	
Able to work calmly and efficiently under pressure	X	
Confidence to have a visible presence when in uniform and to approach customers	X	
A keen interest in theatre		X

## INFORMATION

**Contract type:** Casual, fixed term until 03 January 2026

**Salary:** £13.85 per hour

**Hours of Work:** Shifts may be Monday to Saturday, with both day and evening shifts available

**Stratford East is committed to a policy of equal opportunities embracing diversity in all areas of activity and positively welcomes applications from disabled people and people of all ethnicities.**

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