



REGENCY PARK  
**OPEN**  
AIR THEATRE

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# VISITOR SERVICES ASSISTANTS (FRONT OF HOUSE)

(FULL AND PART TIME) RECRUITMENT PACK

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**APPLY BY:**  
**10AM, FRIDAY 31 MARCH 2023**

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# About Us

**Established in 1932, the multi-award-winning Regent's Park Open Air Theatre is one of the largest theatres in London. Passionate about producing first class theatre for and in our unique setting which inspires, challenges and entertains, the scale, audacity and ambition of our productions makes us unique in the capital's cultural landscape.**

Over the last twelve years, our productions have won seven Olivier Awards, seven WhatsOnStage Awards and four Evening Standard Awards. We were named London Theatre of the Year in 2017 by The Stage, and received the Highly Commended Award for London Theatre of the Year in 2021. Our productions have toured the UK, and have transferred to both the West End and the United States.

As a registered charity that receives no regular public subsidy, over 90% of our income is generated from ticket sales. Nevertheless, we have maintained our lowest ticket price of £25 for nine years, our BREEZE scheme enables those aged 18-25 to buy tickets for

£10, and we regularly work with local charities. Each year, on average, we subsidise tickets for 6,000 school pupils, with opportunities to continue their learning with our education packs. In the past year, the number of Annual Members has increased by 31%, and our Patron Scheme by 10%.

Completing the theatre experience, our in-house bars and restaurants champion exemplary customer service, and offer a selection of dining choices, including our waiter-served Covered Dining and more casual options such as picnics, The Grill and The Pizza Oven.

Regent's Park Open Air Theatre has become one of the most independently sustainable and financially successful producing theatres in the country, and so we embark on the next stage of our vision with ever-increasing artistic ambition and entrepreneurial spirit.



“**ONE OF THE GREAT UNDERSUNG THEATRICAL SUCCESS STORIES, PACKED WITH AWARDS, AS WELL AS MOUNTING CRITICAL AND AUDIENCE ACCLAIM**”

Evening Standard

# Visitor Services Assistants (Front of House)

Here at Regent's Park Open Air Theatre we are looking for enthusiastic and friendly team players to help facilitate the smooth running of our summer theatre season.

The Visitor Services Assistants (Front of House) are responsible for providing knowledgeable, efficient, friendly and professional customer service to all visitors. You will ensure the safety and security of all visitors and display high standards of courtesy and customer care at all times, whilst maintaining the aesthetic and professional appearance of the whole site.

Evening and weekend work will be required throughout this contract.

## The role involves:

### Front of House

- Delivering an excellent standard of service to ensure that a positive and warm welcome is given to all customers.
- Assisting customers to their seats and around the site, as necessary.
- Dealing with all in person customer comments in an appropriate and efficient manner in line with company policy, escalating as necessary.
- Assisting the Visitor Services Supervisor to ensure that the site is fully prepared and stocked for the punctual opening of the site, including sweeping and light cleaning of external areas, furniture and seating.

- Selling programmes, merchandise and ice cream, proactively up-selling products to generate additional income in order to exceed targets.
- Understanding and implementing the latecomers policy.
- Checking and scanning tickets prior to the start of all ticketed events.
- Carrying out security checks as instructed by the Duty Manager.
- Preparing the site for the opening of the season and closing down the site for the winter.

### Health & Safety and Security

- Maintaining a safe and secure working environment at all times, liaising with the Visitor Services Management to ensure any hazards are reported, minimised and managed appropriately.
- Ensuring all accidents are reported to the Visitor Services Management team.
- Maintaining a thorough knowledge of safety and emergency procedures.
- Assisting with security checks, including customer bag checks.
- Supervising the audience during a performance.
- Ensuring all pre-opening checks are completed prior to public admittance, promptly raising concerns with the Duty Manager.
- Any other duties as reasonably requested by the Visitor Services Management.

**“SINCE HE TOOK OVER THE OPEN AIR THEATRE, TIMOTHY SHEADER HAS REVIVIFIED REGENT'S PARK WITH UNEXPECTED SCHEDULING AND SMART PRODUCTIONS”**

The Observer



# Person Specification

We are looking for enthusiastic candidates with experience in a previous customer-facing role, or candidates who have experience working as part of a team and want to develop their skills in a theatre front of house environment.

## Essential

- Good attention to detail with high standards of presentation.
- Ability to communicate effectively with a wide variety of people at all levels in a confident and friendly manner.
- Proven ability to work well both independently and within a team.
- A calm, organised and tactful approach.
- Ability to work well under pressure, independently problem-solving, quickly and efficiently.

- The ability to maintain confidentiality and handle sensitive information with discretion.
- An understanding and commitment to equity, diversity and inclusion.
- A passion for Regent's Park Open Air Theatre and the work we produce.

## Desirable

- Experience of using a PDQ machine to process payments.
- Experience working in a Front of House position, or similar customer-facing role.
- An interest in theatre and the arts.



“**REGENT'S PARK OPEN AIR IS FAST BECOMING THE NEW POWERHOUSE FOR EYE-OPENING MUSICAL REVIVALS**”

Broadway World



# Terms & Conditions

<b>Job Title:</b>	Visitor Services Assistant (Front of House).
<b>Responsible to:</b>	Head of Visitor Services & Operations.
<b>Supported by:</b>	Visitor Services Managers, Visitor Services Duty Managers.
<b>Contract:</b>	Full and part-time contracts available, fixed term 3 May 2023 - 23 September 2023.
<b>Basic Working Hours:</b>	16 - 30 hours per week, depending on contract. This role will require regular evening and weekend working, as well as on Bank Holidays.
<b>Work Base:</b>	Regent's Park Open Air Theatre, Inner Circle, London, NW1 4NU.
<b>Salary:</b>	£11.28 per hour, paid weekly by PAYE.
<b>Benefits:</b>	Contributory pension scheme. Two complimentary tickets for each of the summer season's lead productions. Staff discount at the theatre's bar and catering outlets.
<b>Annual Leave:</b>	Due to the nature of this contract, successful candidates will not be able to take holiday during the contract unless required by us; payment in lieu of unused holiday entitlement will be made at the end of the contract.
<b>Notice Period:</b>	2 weeks.
<b>Probationary Period:</b>	1 month.



“ARTISTIC DIRECTOR TIMOTHY SHEADER HAS TAKEN ON THE IDEA OF AN OPEN AIR THEATRE AND RUN WILD WITH ITS POTENTIAL”

Sunday Times



# How to Apply

To apply for this role, please complete the [Application Form and Equal Opportunities Form here](#) by no later than **10am on Friday 31 March 2023**.

First Round interviews are currently scheduled to take place on the week commencing **10 April 2023**; we will notify you either way if you have been selected for interview or not.

Feedback will be provided to all first round interviewed applicants on receipt of a written request no later than 1 week after the date of interview. We regret that due to the volume of applications expected feedback cannot be provided to applicants who aren't invited to interview.

**Should you have access requirements or need any reasonable adjustments to be made in order to apply for this role and/or attend an interview,**

**please e-mail [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com).**

Regent's Park Open Air Theatre is an equal opportunities employer and our recruitment process is open to all, regardless of disability, ethnicity, sexuality, gender identity, religion, caring responsibilities, and/or socio-economic background. Our ambition is to achieve greater diversity so that our organisation better reflects the city and country in which we live. We are keen to hear from people who are currently under-represented at Regent's Park Open Air Theatre and more widely in the theatre industry, particularly those of the global majority and those who are disabled.



“**REGENT'S PARK OPEN AIR THEATRE  
IS A MAGICAL SANCTUARY FROM  
THE HUSTLE AND BUSTLE  
OF THE CAPITAL**”  
Times






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