

Recruitment Pack

**VISITOR
SERVICES
ASSISTANT
(FRONT OF HOUSE)**



REGENT'S PARK
**OPEN AIR
THEATRE**



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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 (at a capacity of 1,304). Passionate about producing popular, enriching and unexpected theatre that provides a lens into the here and now, the scale and ambition of our productions together with our magical outdoor setting makes us unique in the capital's cultural landscape. In 2024 we welcomed over 180,000 people to our 27-week summer season.

Over the last fifteen years, our productions have won seven Olivier Awards, ten 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. Our 2016 revival of *Jesus Christ Superstar* has just finished tours of both the UK and North America, and has recently commenced a tour of Australia. Our 2024 revival of *Fiddler on the Roof* will transfer to London's Barbican Theatre this summer, followed by a UK and Ireland tour.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we introduced 33,000 tickets at £15 across the whole of 2024's summer season and we regularly work with local charities. Each year, on average, we subsidise tickets for 6,000 school pupils.

Food and drink plays a significant role in the Open Air Theatre experience, with our in-house bars and restaurants including Covered Dining (recently certified as a Sustainably Run Restaurant), The Grill and The Pizza Oven. We also have our own picnic lawn and the West End's longest bar!

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



REGENT'S PARK OPEN AIR THEATRE IS A MAGICAL SANCTUARY FROM THE HUSTLE AND BUSTLE OF THE CAPITAL.

The Times

JOB ROLE

KEY RESPONSIBILITIES


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.

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 customer problems, comments and queries in an appropriate and efficient manner in line with company policy, escalating as necessary;



REGENT'S PARK OPEN AIR THEATRE IS FAST BECOMING THE NEW POWERHOUSE FOR EYE-OPENING MUSICAL REVIVALS.

Broadway World



- 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 generating ancillary income in order to exceed targets;
- Understanding and implementing the late-comers policy;
- Checking/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 close down the site for the Winter;
- Any other duties as reasonably requested by the Visitor Services Management.

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 any concerns with the Duty Manager.



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;
- Understanding and commitment to equity, diversity and inclusion;
- A passion for Regent's Park Open Air Theatre and the work we produce.

Non-Essential

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



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**AS DARKNESS ENCROACHES,
THERE IS NO MORE GLORIOUS
PLACE TO GET ONE'S FILL OF
CULTURE.**

The i

TERMS & CONDITIONS

Job Title:

Visitor Services Assistant (Front of House)

Responsible to:

Head of Visitor Services and Operations

Supported by:

Visitor Services Managers, Visitor Services Duty Managers

Contract:

Full and part-time contracts available, fixed term 29th April 2025 – 27th September 2025.

Basic Working Hours:

16-30 hours per week, depending on contract

The role will require regular work in the evenings and at weekends, as well as on Bank Holidays.

Work Base:

Regent's Park Open Air Theatre, Stage Door, Open Air Theatre, London, NW1 4NU.

Salary:

£12.85 per hour

Benefits:

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.

Annual Leave:

Due to the nature of this contract, the successful candidate 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.

Notice Period:

2 weeks

Probationary Period:

1 month



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

Evening Standard



HOW TO APPLY

To apply for this role:

Please download and complete the Personal Details Form and Application Form from our website (openairtheatre.com/jobs), and return to jobs@openairtheatre.com by no later than **10am on Friday 21st March.**

Should you prefer to answer the questions in the Application Form by submitting a video of yourself (lasting no more than 10 minutes) or a voice note (lasting no more than 10 minutes) instead of a written form, then please do.

Interviews are currently scheduled to take place **week commencing 7th April.** 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.

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 socioeconomic background. Our aim is to achieve greater diversity so that our organisation better reflects the city and country in which we live and serve, and to foster an organisational culture that is inclusive, respectful and safe.

We welcome and encourage applications from people of all backgrounds, perspectives, identities and lived experiences, and in particular those of the global majority and those who are disabled.

Please click the following link to complete the survey which will help us to effectively monitor our Equity, Diversity & Inclusion work by identifying barriers to working or engaging with Regent's Park Open Air Theatre:

<https://www.surveymonkey.com/r/T83HXNK>