

Recruitment Pack

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



# CONTENTS



- 03 **ABOUT US**
- 04 **OUR VISION, MISSION & GUIDING VALUES**
- 05 **JOB OVERVIEW: KEY RESPONSIBILITIES**
- 07 **JOB OVERVIEW: PERSON SPECIFICATION**
- 08 **TERMS & CONDITIONS**
- 09 **HOW TO APPLY**



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

The Times



# 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 2025 we welcomed just under 177,000 people to our 20-week summer season.**

**Drew McOnie assumed the role of Artistic Director in January 2024, and James Pidgeon was appointed Executive Director in 2021.**

Over the last sixteen years, our productions have won ten 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 the UK, North America and Australia. Our Olivier Award-winning revival of *Fiddler on the Roof* transferred to the Barbican Centre in May 2025 ahead of a major tour of UK and Ireland through to January 2026.

As a registered charity that receives no regular public subsidy, we rely entirely on earned income and charitable contributions. Nevertheless, we have maintained 36,000 tickets at £15 across the whole of 2025's summer season, 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.

Food and drink plays a significant role in the Open Air Theatre experience, with our in-house bars and restaurants including Covered Dining, 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.

# OUR VISION, MISSION & GUIDING VALUES



VISION	MISSION	GUIDING VALUES
<p>To help people make sense of the world under a shared sky.</p>	<p>Celebrating our unique and experiential outdoor setting, we create popular, enriching and unexpected theatre that provides a lens into the here and now.</p>	<p>Ambitious Open Independent Connected Joyful</p>

## UNDERLYING PRINCIPLES

01 <b>Equity, Diversity &amp; Inclusion</b>	03 <b>History &amp; Heritage</b>
02 <b>Environmental Sustainability</b>	04 <b>Civic Responsibility</b>

## STRATEGIC PRIORITIES

01 <b>Producing Expansion</b>
02 <b>Developing Audiences &amp; People</b>
03 <b>Organisational Growth</b>



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

Broadway World

# 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.**

### This role involves:

- 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;
- 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.



# TERMS & CONDITIONS

**Job Title:**

Visitor Services Assistant (Front of House)

**Responsible to:**

Head of Visitor Services and Operations

**Working closely with:**

Visitor Services Managers, Visitor Services Duty Managers

**Contract:**

Full and part-time contracts available, fixed term from 20th April - 26th September 2026.

**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:**

£14.10 paid weekly via PAYE.

**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](#), and return to [jobs@openairtheatre.com](mailto:jobs@openairtheatre.com) by no later than **10am on Thursday 12th March**. Alternatively, you might also choose to complete the [online application form](#) instead.

Should you prefer to answer the questions in the online 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.

First Round interviews are currently scheduled to take place on the **week commencing 30th March**. 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 barriers removing 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 socioeconomic background. Our aim is to achieve greater diversity so that our organisation better reflects the society in which we live and work, 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.

Regent's Park Open Air Theatre is committed to safeguarding and promoting the welfare of children, young people and adults at risk and expects all staff to share this commitment. Successful applicants may be asked to undertake an Enhanced DBS check, dependent on the requirements of the role.

**Please click the following link to complete [this anonymous 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. Your responses will remain separate to your application and will be anonymised and kept confidential.**

<https://www.surveymonkey.com/r/Y7V7PJS>

