

JOB INFORMATION & JOB DESCRIPTION

JOB TITLE	Front of House Assistant, Embassy Theatre Skegness (Casual)	Date: August 2025
PURPOSE OF JOB		
<p>To provide a polite, welcoming and efficient service to patrons of the Embassy Theatre in a friendly and professional atmosphere.</p> <p>The position includes serving at The Theatre Bars; checking tickets, showing customers to their seats, addressing customer enquiries, selling tickets, delivering catering/hospitality, cleaning/general maintenance and ensuring a safe; enjoyable customer experience.</p> <p>Delivery of high-quality services in accordance with Magna Vitae's mission, vision and core values as detailed in the company's business plan.</p>		
Hours of Work:	This is a casual position with work including evenings, weekends & bank holidays. Week by week working arrangements will be in accordance with business requirements.	
Responsible to:	Embassy Theatre Front of House Manager.	
Team Relationships:	You will work within a dedicated & professional operational team at the Embassy Theatre with day-to-day operations led by an identified Duty Manager.	
Main terms & conditions of employment:	<p>Casual Worker - paid in line with current age related NLW.</p> <p>Payment is made 1 month in arrears.</p> <p>Annual leave 'roll up' payment is paid at 12.07% of hours worked.</p> <p>Benefits include free use of Magna Vitae's leisure facilities.</p>	
Special Requirements:	<p><u>EQUALITY & DIVERSITY:</u> The post holder is required to carry out their duties in a way that supports Magna Vitae's Equality & Diversity Strategy.</p> <p><u>HEALTH & SAFETY:</u> The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae's Health and Safety Policy & Commitment Statement.</p> <p><u>SAFEGUARDING CHILDREN & ADULTS:</u> Magna Vitae have a duty to promote the welfare of, and safeguard of children and adults at risk. The post holder is required to comply with the company Safeguarding Policy.</p>	
Work Location:	Embassy Theatre, Grand Parade Skegness. PE25 2UG	
Type of Contract:	Casual	

The activities described below may be varied from time to time to meet the needs of the company. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

KEY ROLE DELIVERABLES

To liaise with the Front of House Manager regarding requirements and information for delivery of the event, ensuring that these are adhered to.

The principle duties can be summarised as follows:

Customer Service

- To dispense soft/alcoholic drinks, hot beverages, and light snacks to customers in a swift and polite manner, while adhering to licensing laws.
- To monitor levels and re-stock as required.
- To be present in the auditorium during the show, monitoring the audience, dealing with any problems that may arise.
- To ensure that any visitor related queries are dealt with in a professional manner, referring the matter on to the Front of House Manager if you are unable to resolve.
- To ensure close down /hand over procedures are performed and documented in the correct way prior to completing shift.
- To always adhere to cash handling protocol in accordance with Magna Vitae financial procedures.

General Duties

- To assist with venue set-ups, including erecting of seating and table layouts.
- To carry out duties as required in accordance with the cleaning schedule, ensuring that high standards of presentation and safety are always maintained.

Requirements

- To work closely with a small but dedicated team to acquire excellence at the venue.
- To always maintain a good personal image and relationship between Magna Vitae and their customers.
- To communicate effectively with customers, visitors, and colleagues at all times.
- To take a flexible approach to the theatre's timetable and pattern of work which may require, with notice, additional hours to be worked, including Sundays and Bank Holidays.
- Attendance at Staff and Team meetings / training.
- To ensure all duties are carried out in a safe manner in accordance with the Health and Safety Management System to include corporate standards, local procedures, risk assessments the venue Normal Operating Procedures (NOP) and Emergency Action Plan (EAP).
- To always adhere to all Health & Safety laws especially when handling chemicals (COSSH training will be given).
- To undertake any further duties which may from time to time be required of the post holder and are commensurate with the responsibilities of the role.
- Uniform and PPE will be provided and must be worn at all times during work periods.

Magna Vitae

PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

JOB REQUIREMENTS & KEY CRITERIA		Essential/ Desirable
Experience/ Knowledge/ Skills	Previous experience of a similar customer facing role in the Bar / Hospitality/Service Industry experience	E
	A competent and confident level of mental arithmetic	E
	Competency and confidence in the use of EPOS systems and similar IT systems	E
	Local knowledge of the immediate resort area and its amenities.	D
Qualifications/ Training		
	City & Guilds in Hospitality/Catering or equivalent	D
	First Aid trained	D
	Food & Hygiene Level 2	D
	Personal License Holder/Qualification	D
	SIA Accredited Door Supervisor License	D
Personal Qualities		
	Excellent attitude; team player with a can-do approach.	E
	An active interest in Arts, Culture and Entertainment	E
	Ability to work in a self-motivated way - under pressure and to tight deadlines	E
	Good verbal communicator	E

FURTHER INFORMATION ABOUT MAGNA VITAE	
Our Purpose	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life.</p> <p>We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.</p>
Our Vision	Our VISION is to improve the wellbeing of our community, enabling people to live great lives.
Our Values	<ul style="list-style-type: none"> • We are in this together • We embrace change • We are always learning • We celebrate differences
Benefits of working for Magna Vitae	<p>As a new company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary and a generous employer pension scheme. We look forward to receiving your application.</p>