

A photograph of the Coronet Theatre at night. The building is a grand, classical-style structure with a prominent corner dome and ornate architectural details. It is brightly lit from within, and the dome is also illuminated. The sky is dark blue. To the right, there are large, leafy trees. In the foreground, a street with light trails from passing vehicles is visible. The text 'THE CORONET THEATRE' is overlaid in large, white, sans-serif capital letters across the center of the image.

THE CORONET THEATRE

FRONT OF HOUSE RECRUITMENT PACK



JOB OPPORTUNITY

Are you passionate about delivering unforgettable experiences? Do you thrive in a vibrant, fast-paced environment? The Coronet Theatre, a world-renowned international arts venue in the heart of Notting Hill, is looking for enthusiastic and friendly Front of House Assistants to join our dynamic team. Working within a small team you will have excellent communication and customer service skills to deliver high quality experiences for the audiences at performances and events.

You would initially be trained as an Usher with the opportunity to train in the Bar and Box Office with the ability to take on more shifts.

We are looking for FOH Staff who are eager to train in at least two of these areas (Ushering, Bar, Box Office) and are willing to take on two shifts a week during the season.

Contract: Casual Worker/Zero Hours Contract

Hours: Hours are variable and on a rota system including evenings, weekends and bank holidays.

Pay Rate: £14.80 per hour, paid fortnightly (minimum call 3.5 hours)

Closing Date: Rolling recruitment process

ABOUT THE CORONET

The Coronet Theatre is a bold and innovative performing arts venue housed in an iconic Grade II listed building. Both its programme and the building's restoration are curated by Artistic Director & CEO Anda Winters. With a rich history and a cutting-edge programme that spans theatre, music, dance, and more, we're all about creating memorable and unexpected experiences for our audiences. We showcase world-class productions, nurture new talent, and bring international culture to the heart of London.





USHERS

Each Front of House staff is initially trained as an usher.

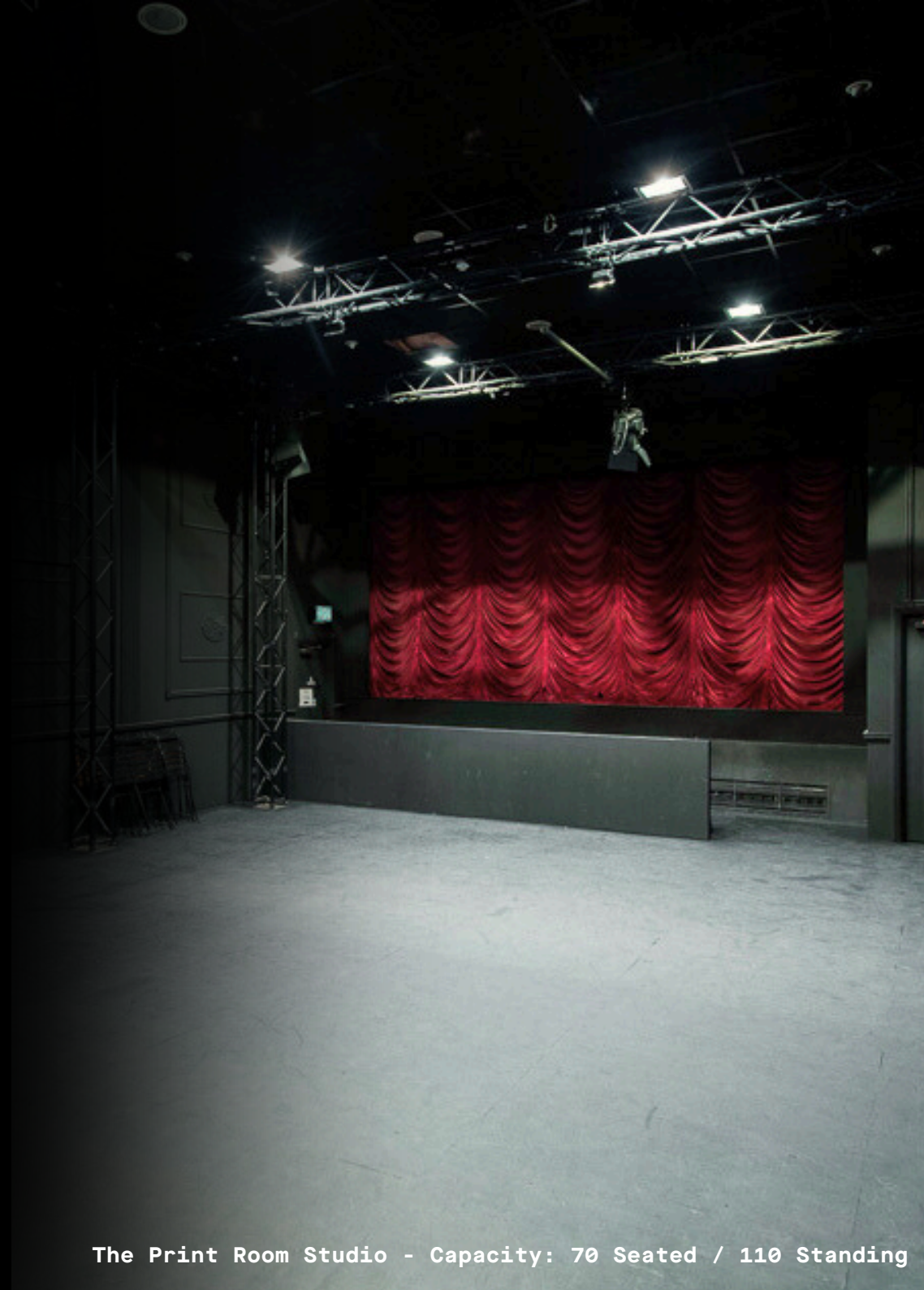
Purpose of Job

- Providing knowledgeable, efficient, friendly and professional customer service to all visitors.
- Maintaining high standards of customer care and at all times.
- Ensuring the safety and security of all users and visitors to The Coronet Theatre.
- Maintaining the aesthetic and professional appearance of the whole venue.

USHERS

Job duties include:

- Welcoming patrons to the theatre.
- Liaising with Duty Manager regarding opening and closing house doors and seating late comers.
- Directing audience members to their seats.
- To assist any patrons with access needs around the site, as appropriate.
- Remaining in the auditorium or studio during the performance to assist with any issues that may arise and to open the doors at the end/interval.
- To have a comprehensive knowledge of current and future performances and related activities.
- To work and upsell across all service areas including the Bar, Box Office and Front of House.
- To maintain good housekeeping of all areas in addition to proactively preparing all FOH areas prior to each performance and completing a full clean down at the end of each evening.
- Learn and be able to perform fire evacuation protocols.





BAR STAFF

Our Piano Bar is one of our most beloved spaces, having been called the 'most atmospheric bar in the universe.' Our Bar Staff help run the bar during pre-show, intervals, and post show receptions.

Purpose of Job

- Providing knowledgeable, efficient, friendly and professional customer service to all visitors.
- Maintaining high standards of customer care at all times.
- Ensuring the safety and security of all users and visitors to The Coronet Theatre.
- Maintaining the aesthetic and professional appearance of the whole venue.

BAR STAFF

Job duties include:

- To ensure that an excellent standard of service is offered to all customers, and a positive and warm welcome is given at all times.
- To take orders and serve drinks to customers.
- To adhere to all aspects of licensing law, trading standards, food hygiene, health and safety and company policy.
- To maintain good housekeeping of all areas in addition to proactively preparing all FOH areas prior to each performance and completing a full clean down at the end of each evening.
- Assist with preparation for any receptions/special events hosted after performances.
- Liaise with Duty Manager and other Bar Staff to help wherever is most needed.
- Learn and be able to perform fire evacuation protocols.





BOX OFFICE

As a member of our Box Office staff, you are often the first point of contact between visitors and the Theatre. Learning Box Office comes with the opportunity to work more regular day shifts in addition to performances.

Purpose of Job

- Welcoming visitors to the theatre as a first point of contact.
- Providing knowledgeable, efficient, friendly and professional customer service to all visitors.
- Maintaining high standards of customer care at all times.
- Ensuring the safety and security of all visitors to The Coronet Theatre.

BOX OFFICE

Job duties include:

- To ensure that an excellent standard of service is offered to all customers, and a positive and warm welcome is given at all times.
- To sell tickets via Spektrix to customers in person and over the phone.
- Receive deliveries and visitors.
- Answer the phone and direct phone traffic to proper recipient.
- Print out tickets before each performance and assist with ticket collection on show nights.
- Responsible for designating radios and keys to staff and visiting technical crew.
- Maintain awareness of and implement accessibility procedures.
- Have understanding of historic nature of the Theatre as a Grade II listed building.
- Learn fire panel procedures to ensure proper protocol is followed.



CORONET THEATRE, NOTTING HILL.

W. G. R. SPRAGUE, Architect.

HOW TO APPLY

Please email your CV and the answers to these questions either in writing or via video/voice note to Recruitment@TheCoronetTheatre.com.

We take pride in the diversity of our staff. Additionally, if you have any access requirements for the application process that you wish to include, please do let us know. We are eager to hear from all who have interest and are happy to tailor the process to you.

Questions:

- If you haven't had direct experience of working in FOH, what transferrable skills do you bring?
- How would you balance this role with your other work?
- Can you commit to two shifts a week during our seasons (February-July and September-December)? As a small, close team, we're willing to work with your needs if you want more shifts.
- What draws you to this role and working at The Coronet?

No need for super long answers--we just want to get a feel for your experience and interests.

With a rolling application process, we aim to respond to you within two weeks if you've been selected for an interview. As we are a small team, we are unable to give feedback on unsuccessful applications and will only respond to those selected for an interview.



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