Purpose: The purpose of this role will be to assist the Front of House team to safely run the outdoor event – Where’s Santa? At Santa’s Cabin in the Arc Shopping Centre.

Responsible to: The Event Manager.

#### Main Duties:

To assist the Event Manager to load and unload audience

To provide excellent customer care.

To identify any issues and direct them to the Event Manager to deal with.

To assist with checking tickets.

To supervise the audience during the performance

To support emergency evacuation directed by the Event Manager.

To assist with collecting any rubbish at the end of performance

The duties must at all times be carried out with due regard to the Theatre Royal’s policies, which are located within the company handbook.

**Skills/Aptitudes Required:**

* Physically able to remain on your feet for the length of the shift. There is no seating available.
* Approachable and empathetic to people.
* Sense of humour.
* Punctual.
* Ability to be flexible.

**Uniform:**

Wear warm comfortable outdoor clothing, red scarf and lanyard will be provided.

**Restrictions:**

Unfortunately, we cannot offer this role to young people under 16 years of age.

**General:**

You will be covered by the Theatre’s public liability and Employers insurance whilst fulfilling this role.

**Dates and shift times**

|  |  |  |  |
| --- | --- | --- | --- |
| Friday 2 December | **9.30am – 12.00** | **13:00 – 15:30** | **16:00 – 17:30** |
| Saturday 3 December |  |  |  |
| Sunday 4 December |  |  |  |
|  |  |  |  |
| Friday 9 December |  |  |  |
| Saturday 10 December |  |  |  |
| Sunday 11 December |  |  |  |
|  |  |  |  |
| Friday 16 December |  |  |  |
| Saturday 17 December |  |  |  |
| Sunday 18 December |  |  |  |
|  |  |  |  |
| Tuesday 20 December |  |  |  |
| Wednesday 21 December |  |  |  |
| Thursday 22 December |  |  |  |
| Friday 23 December |  |  |  |
|  |  |  |  |
|  | **09:30 – 12:30** |  |  |
| Saturday 24 December |  |  |  |

Interviews to be held week commencing 21 November 2022.

A site training session will be held 30 November 2022