ROLE

Visitor Experience Assistant (VEA)

JOB DESCRIPTION

SALARY: £13.45 per hour
HOURS: Shifts offered as and when required (casual agreement)
RESPONSIBLE TO: Visitor Experience Manager
CASUAL AGREEMENT START& END DATE: 30 November 2026 to 30 January 2027

JOB OVERVIEW

Visitor Experience Assistants are at the forefront of our Visitor Experience Team at the Theatre. This role will welcome visitors, audiences and participants of all ages and backgrounds to the building. These are multi-skilled roles, providing a holistic visitor experience. Visitor Experience Assistants will work across all visitor-facing functions, as required. The focus of this role is to provide the best experience for everyone who visits our spaces, for any purpose. You will be flexible and able to adapt. You will help to create an inclusive and accessible space for all.

Shifts will be offered to you on an ad hoc basis, as and when there is work to be done. You are free to accept or decline shifts, and we are under no obligation to offer you engagements or re-engagements.

KEY RESPONSIBILITIES

- Welcome visitors to the building, and provide information about shows, and other RExC activity.
- Pre-show preparation, including scanning tickets, showing people to their seats, Health and Safety checks.
- Interval refreshment sales, including preparation and clearing up after the interval.
- Operate the doors to the module on a show-by-show basis, ensuring accurate timing.
- Taking part in evacuation procedures and drills and keeping a full working knowledge of RExC's procedures.
- Ensuring that the front of house areas are clean and tidy throughout your shift.
- Assist in other events including external hires, engagement projects and fundraising campaigns, as required.

DUTIES AND RESPONSIBILITIES OF ALL TEAM MEMBERS

- Be aware of other teams' work, to help achieve RExC's aims. Work well with colleagues across the organisation.
- Engage with projects and events led by other teams (such as fundraising events).
- Work to the RExC's Code of Behaviour and Equality and Diversity policy and help to achieve the Theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RExC's Health and Safety Policy.
- Work to other guidelines, procedures and policies provided by the company.
- Support RExC's sustainability aims.
- Develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RExC visitors.

WHAT WE WILL PROVIDE

- A supportive, inclusive and collaborative working environment. We will consider everyone's needs and improve where we can.
- Safe routes and structures to report anything that has a negative impact. We'll keep learning and growing.
- A stimulating and creative workplace where everyone's opinions and ideas can be shared.
- Access to mental health and wellbeing services.

ESSENTIAL CRITERIA

- Excellent communication, organisational and timekeeping skills
- Professional and polite manner
- Flexible and reliable team player, able to follow workplace procedures, work tidily and efficiently and deliver consistently good service
- Experience of working with the public, ideally in a similar environment such as a theatre, museum or visitor attraction
- The ability to work under pressure and multitask
- Independent problem-solving skills and the ability to prioritise