



CITY VARIETIES
MUSIC HALL · LEEDS

The **GRAND**
Theatre & Opera House Leeds



CUSTOMER EXPERIENCE ASSISTANT (CASUAL CONTRACT) – BARS

ROLE DESCRIPTION AND PERSON SPECIFICATION

Reports to:	Customer Experience Manager
Department:	Customer Service team, Bars
Contract type:	Casual - you identify your availability, and shifts will be allocated depending on the needs of the business. All shifts are paid at a minimum of 3.5 hours
Hours:	Flexible and variable, dependent on your availability and business needs
Salary:	£12.71 per hour
Holiday Entitlement:	Holiday entitlement is accrued and paid monthly

ABOUT LEEDS HERITAGE THEATRES (LHT)

“Where creativity thrives, and stories unfold”

Leeds Heritage Theatres is the custodian of three of the city's most iconic venues:

- **Leeds Grand Theatre:** A cornerstone of the city's cultural life and a landmark of Victorian elegance, the Grand hosts world-class musicals, drama, opera and dance. The venue seats approximately 1,500 people and is complemented by the Howard Grand Hall, a space for around 80 people, alongside several bars and studio spaces.
- **City Varieties Music Hall:** Known for its rich music hall heritage, today the City Varieties offers a vibrant programme of comedy, cabaret, spoken word, live music and pantomime, upholding its legacy as one of the UK's most cherished performance spaces. The venue seats approximately 450 people and includes a historic bar that supports events and audience activity. The venue is licensed for weddings.
- **Hyde Park Picture House:** One of the world's last surviving gas-lit cinemas, Hyde Park Picture House is home to independent, international and archival cinema, offering a unique and enriching film experience. The venue includes two cinema screens with capacities of approximately 250 and 50 seats, together with a flexible foyer, café and breakout spaces that support community, learning and private events. The venue is licensed for weddings.

Together, these venues make a vital contribution to the cultural life of Leeds.

As a charitable organisation, our vision is to be a hub of creativity, celebrating the work of local, national and international artists and the human connection of arts and culture. Our work will be underpinned by excellence, skill, inclusivity, collaboration, learning and generosity, and will be visible not only at home in Leeds but regionally, nationally and virtually. Our physical and digital sites will be places of congregation, engagement, excitement and welcome. We will always be future-facing and outwards-facing, whilst recognising our heritage and our history.

We will deliver this vision by working with the most exciting artists and creatives of our time and flinging open our doors to welcome as many people as possible into our spaces. We want to reach across art forms, reignite past collaborations, forge new partnerships, celebrate our creative learning programmes, reimagine a compelling new identity, and realise an arts organisation that fosters inclusion and belonging.

As an independent charity that receives no regular revenue subsidy, we generate most of the income needed to sustain our work ourselves. Every commercial event, venue hire and partnership helps fund the care of our historic venues, supports ambitious artistic programming, invests in learning and engagement, and creates opportunities for people and communities across Leeds to experience and participate in the arts.

PURPOSE OF THE ROLE

The House Management Department at Leeds Heritage Theatres (LHT) brings together the Customer Experience, Housekeeping, Stage Door, and Logistics & Distribution teams. Together, they are responsible for delivering an excellent experience for everyone who visits our venues.

As a first point of contact for visitors, you will help ensure the smooth running of our customer service and sales operations. You will provide a welcoming, courteous and efficient service, taking a proactive approach to customer care and sales while enhancing and upholding the organisation's reputation

We are seeking someone who is a people person and a collaborative team player, with a genuine passion for delivering exceptional customer service and driving sales.

KEY RESPONSIBILITIES

This is not an exhaustive list of the responsibilities associated with the role, but it identifies key tasks that will shape the day-to-day execution of the position.

- Deliver excellent customer service by being aware of all procedures and ensuring these are delivered to the highest standards.
- Deal with customer queries effectively and efficiently.
- Work to maximise income generation through proactive sales.
- Be aware of Health & Safety and report any issues to the Duty Manager.
- Be responsive to any emergencies such as sudden illness and react with calmness and efficiency.
- Be aware of the needs of patrons with disabilities.
- Follow procedure in the event of an evacuation from your allocated area.
- Promote a positive work environment.
- Represent the brand and the culture of the company in a positive light both inside and outside the organisation.
- Be familiar with LHT fire and evacuation procedures and attend any drills or training to be able to carry out emergency procedures correctly.

- Attend annual mandatory training sessions.
- Comply with theatre policies and procedures, security and fire regulations, health and safety policies and legislation.
- Undertake any other duties reasonably requested by Management.

Bar & Sales Team Responsibilities

- Arrive for your shift 1.5 hours before the performance start time – bars open 1 hour before performance.
 - Set up the bar ready for service.
 - Be ready to greet and serve the public and take interval orders from 1 hour before the performance.
 - Keep all areas of the bar clean and tidy, including tables and shelves, throughout your shift with due reference to the Food Safety Policy and all Health and Safety Regulations.
 - Report any problems with either the room or equipment to your supervisor.
 - Be aware of the laws regarding licensed sales.
 - Undertake other duties commensurate with the role as assigned by Managers.
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PERSON SPECIFICATION

The preferred candidate will like working with the public and have a friendly, approachable manner. You will have an interest in performing arts and cultural organisations and be passionate about supporting our work through income generation.

You will always deliver excellent standards of customer service by listening, understanding and dealing with customer queries in a confident, professional, knowledgeable and friendly manner.

You should be a supportive team player with enthusiasm, diplomacy and a commitment to customer care.

Enthusiasm and cheerfulness are essential, as well as a can-do attitude and willingness to learn.

Essential attributes

- Must be at least 18 years of age due to the sale of alcohol.
- Experience of working in a fast-paced retail setting.
- Punctual and reliable.
- Team player.
- Discreet, tactful and diplomatic.
- Ability to work on own initiative but know when to ask for help.
- Courteous, welcoming, polite and helpful with a can-do attitude.
- Willingness to work unsociable hours.

Desirable attributes

- Experience of dealing with customers in a busy environment.

- Experience of working in a bar or café.
 - Customer service training.
 - Welcome Host certificate or equivalent.
 - First Aid at Work qualification.
 - Food Hygiene certificate.
 - Interest in the Arts and/or Theatre.
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OTHER DETAILS

Notice period: N/A

Probation period: 10 shifts

Sick pay: Colleagues engaged on casual terms may be entitled to Statutory Sick Pay from the first day of sickness, subject to the applicable eligibility requirements.

Pension: Generous average salary pension scheme.

Benefits

Regular staff offers and discounts for our own venues and local businesses.

Free to use Employee Assistance Programme that supports your health and wellbeing.

Personnel investment and training.

Flexible working.