



FRONT OF HOUSE STEWARD JOB DESCRIPTION & PERSON SPECIFICATION

Responsible to: Show Duty Manager

Key relationships: Show Operations and Technical teams

Salary: £13.85 per hour

Contract: Casual Assignment, Zero-Hours

Deadline: Tuesday 12th August at 10am

Applications will be reviewed on a rolling basis. Shortlisted candidates will be notified in due course.

How to apply: Send your CV and cover letter via the application form [here](#). If you have any questions, please contact workwithus@punchdrunk.com.

OUR HISTORY

Founded in 2000 by Felix Barrett, Punchdrunk has pioneered a game-changing form of theatre which places the audience at the very heart of the action. Listed amongst the **50 most influential artists of the last 50 years** (Sky Arts) alongside Bowie, Sir Steve McQueen and Vivienne Westwood, Punchdrunk disrupts the theatrical norm, creating worlds in which audiences can rediscover the childlike excitement of exploring the unknown.

Its iconic "mask" shows, which redefined the genre of immersive experiences, have been cited amongst **the 40 creative moments that changed culture** (Creative Review), and have found phenomenal success across the globe, with record-breaking productions established in the US, UK and China. *Sleep No More* in New York played to sell out audiences for 14 years from 2011, and in Shanghai the show has been running since 2016, making it the longest running show in the city's history. A new production opens in Seoul this summer. *The Drowned Man: A Hollywood Fable* broke the National Theatre's box office records when it went on sale in 2013. Punchdrunk's 2022 London production, *The Burnt City*, became the company's longest-running show in its home city, coinciding with the opening of its first permanent venue at One Cartridge Place in Woolwich.

In 2024, *Viola's Room* debuted in Woolwich, marking a shift from Punchdrunk's signature mask performances. This intimate, barefoot sensory experience distilled two decades of the company's immersive expertise, using binaural sound to create a deeply personal

journey. It premiered At The Shed in New York in June 2025.

Alongside these landmark live theatrical experiences, Punchdrunk has taken its ground-breaking approach to cross-cultural collaborations in music, tech, fashion and TV: from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and HBO to Brad Pitt's Plan B Studios – most recently with TV series *The Third Day*, starring Jude Law, Naomie Harris, Katherine Waterston, Emily Watson and Paddy Considine which included the Bafta-nominated live event: *The Third Day: Autumn*: a 12-hour live episode, filmed in one continuous take.

Punchdrunk's past theatrical works include: *Viola's Room*, *The Burnt City*, *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *Sleep No More* (London, Boston, New York, Shanghai), *The Duchess of Malfi* (with ENO), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival), *Tunnel 228* (in collaboration with The Old Vic), *The Masque of the Red Death* (with Battersea Arts Centre) and *Faust* (in collaboration with the National Theatre).

THE ROLE

Punchdrunk is seeking enthusiastic and committed Front of House Stewards to join the Front of House Team on an exciting new show. The successful candidate will play a key role in welcoming audience members, ensuring their safety and delivering excellent customer service before, during and after the show. They should possess strong teamwork and communication skills, be observant and be able to maintain a calm and positive attitude in a busy environment. Experience working in a commercial theatrical environment is desirable.

JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:

- Collaborate with the Show Duty Manager, Show Supervisors and other Front of House Stewards to provide a safe and welcoming environment for all audience members
- Be knowledgeable about the show and venue facilities
- Ensuring the clean and tidy presentation of the front of house areas
- Ensure exceptional customer service is delivered to every patron
- Deal effectively with customer complaints or queries in a calm and efficient manner and/or escalating to the Show Supervisors or Show Duty Manager where appropriate
- Prepare and serve alcoholic and non-alcoholic beverages according to

- pre-determined recipes
- Prepare bar snacks, adhering to food hygiene
- Record bar wastage accurately
- Be commercially minded and upsell food and beverage products
- Exercise Challenge 25
- Process payments accurately
- Ensure exceptional customer service is delivered to every patron
- Deal effectively with customer complaints or queries in a calm and efficient manner and/or escalating to the Show Supervisors or Show Duty Manager where appropriate
- Adhere to all fire, health and safety procedures to minimise the risk of injury and accidents
- Ensure a fun, safe and conducive environment at all times
- Undertake relevant training for the role
- Undertake specific training on Access Stewarding

PERSON SPECIFICATION:

Essential

- Excellent customer service skills
- Friendly, approachable and welcoming
- Strong teamwork skills
- Some previous bar and catering experience
- Strong interpersonal and communication skills
- Ability to remain calm and professional at all times
- Ability to use initiative and prioritise during busy periods
- Commit to and attend shifts on time, dressed appropriately and ready to begin work
- Willingness to work during peak hours, including nights, weekends and holidays

Desirable

- An interest in Punchdrunk's work
- Experience and/or interest in Access Stewarding
- Knowledge of statutory Health & Safety Regulations
- First aid training and certification
- Experience working in a commercial theatrical environment

EMPLOYMENT TERMS

- Part-time (zero hours) contract
- Pension contribution, following completion of probation period
- Up to 20 days holiday per annum + UK bank holidays pro-rata
- Place of Work: Punchdrunk's home in

Woolwich

- Due to the nature of this role evening and weekend work is required
- £13.85 per hour

Please note: this role is only open to applicants aged 18 years and over due to the content within the show, in line with our safeguarding policy.

NOTES TO APPLICANTS If you are called for an interview you will be required to sign a Punchdrunk Non-Disclosure Agreement in advance of the meeting.

All applicants must be eligible to work within the UK.

HOW TO APPLY To apply, please submit your CV and a brief statement (maximum 2 A4 sides) describing your suitability for the position and *specifically* how your experience matches the person specification.

Applicants should provide contact details for two references and we will seek your permission before making direct contact with any referees.

Please submit your application via the form linked [here](#). Shortlisted candidates will be notified in due course. Please be aware that due to the quantity of applicants we receive, we are not always able to reply to your application.

As an Equal Opportunities Employer, Punchdrunk welcomes applications from all sectors of the community, regardless of gender, age, race, sexuality or disability and makes appointments based solely on ability to fulfill the duties of the post. Candidates who are shortlisted for interview will be given the opportunity to specify any access needs so that appropriate arrangements can be made.

Recruitment timeline: Applications will be reviewed on a rolling basis and interviews will commence shortly after shortlisting with a view to start the role as soon as possible.