



## **FRONT OF HOUSE STEWARD JOB DESCRIPTION & PERSON SPECIFICATION / THE BURNT CITY**

Responsible to: Front of House Manager

Key relationships: Front of House Manager, Deputy Front of House Managers, Front of House Stewards, Stage Management, Audience

Salary: £11.05 per hour (London Living Wage)

Contract: Zero hours, fixed-term. Various hours available

Deadline: 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 by email with the subject "Front of House Steward" to [frontofhouse@punchdrunk.com](mailto:frontofhouse@punchdrunk.com).

**OUR HISTORY** Formed in the UK by Felix Barrett in 2000, Punchdrunk has pioneered a game-changing form of immersive theatre in which roaming audiences experience epic and emotional storytelling inside sensory theatrical worlds. Blending classical texts, physical performance, award-winning design installation, and unexpected sites, the company's infectious format rejects the passive obedience usually expected of audiences. Our award-winning productions invite audiences to rediscover the childlike excitement and anticipation of exploring the unknown and experience a real sense of adventure. The company's international production, *Sleep No More*, has celebrated 10 years of its extended run in the USA. In December 2016, a redeveloped version of the production opened in Shanghai and continues to run. *The Third Day*, a six part TV drama and theatrical broadcast created by Dennis Kelly and Felix Barrett aired on Sky and HBO in 2020. Punchdrunk has also announced a partnership with gaming giants Niantic.

Punchdrunk's award-winning productions include *Faust* (in collaboration with the National Theatre, 2006), *The Masque of the Red Death* (2008), *Tunnel 228* (in collaboration with The Old Vic, 2009), *It Felt Like A Kiss* (with Adam Curtis and Damon Albarn, Manchester International Festival, 2009), *Sleep No More* (with the American Repertory Theatre, Boston, Mass., 2009), *The Duchess of Malfi* (with ENO, 2010), *The Crash of the Elysium* (Manchester International Festival, 2011) and *The Drowned Man: A Hollywood Fable* (with the National Theatre, 2013).

### **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 Front of House Manager, Deputy Front of House Managers 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
- Deal effectively with customer complaints or queries in a calm and efficient manner and/or escalating to the Deputy Front of House Manager or Front of House 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, with the option of being selected to perform or cover Access Steward duties

## **PERSON SPECIFICATION:**

### **Essential**

- Excellent customer service skills
- Friendly, approachable and welcoming
- Strong teamwork skills
- 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**

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

## **WORKING HOURS**

- Tuesday to Friday - 5.30pm to 10.15pm/10.45pm
- Saturdays - 12.30pm to 5.15pm/5.45pm and 5.30pm to 10.15pm/10.45pm
- Sundays - 3.30pm to 8.15pm/8.45pm

Front of House Stewards can work from 5 to 35 hours per week.

## **EMPLOYMENT TERMS**

- Zero hours, fixed-term contract. Various hours available
- Pension contribution, following completion of probation period
- 20 days holiday per annum + UK bank holidays
- Place of Work: Punchdrunk's home in Woolwich

- Due to the nature of this role evening and weekend work is required
- £11.05 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 note that it is likely we will seek to take up 1 reference for candidates progressing to a second interview, prior to making an offer.

Please submit your application by email, with the subject "Front of House Steward" to [workwithus@punchdrunk.com](mailto:workwithus@punchdrunk.com). Shortlisted candidates will be notified in due course.

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.