



PITLOCHRY FESTIVAL THEATRE

Job Description & Person Specification

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| Job Title: | Events Assistant | Department: | Front of House |
| Responsible To: | Box Office & Front of House Manager | Level/Salary Range: | £12.60/hour |
| Location: | Pitlochry | Position Type: | Zero Hours |
| Working Hours: | Flexible working hours depending on programme. Working hours include evenings and weekends | | |
| Working conditions: | The role will involve working both Indoors and Outdoors across all our Venues. It is therefore important that you can work outside for periods of time with few breaks and tolerate the Scottish weather. There will be occasions when postholders will be lone working. Training will be given. | | |
| Key Relationships | The post reports to Events Supervisor. The post holder will work closely with all members of the Customer Experience team to ensure an effective and high quality, customer service experience for all our visitors to Pitlochry Festival Theatre. | | |
| Context | Pitlochry Festival Theatre (PFT) has been providing a unique cultural experience for almost 70 years, appealing to national and international audiences and visitors. We are Scotland's leading producer of musical theatre, a champion of ensemble practice and the country's only rurally located, major arts organisation. Our home is a glorious eleven-acre campus that encompasses Explorers - the Scottish Plant Hunters' Garden. More than a place to come and see a show, we offer great theatre and art for all in an inspiring, creative atmosphere. | | |
| Team Purpose | The post holder will participate in the effective and efficient delivery of Pitlochry Festival Theatre's Customer Services Experience. The role is expected to make a positive contribution to the development of the Department and to the success of the company as a whole. Pitlochry Festival Theatre aspires to the highest quality in its customer service values and customer experience | | |

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| Approved By: | | Date: | |
| Last Updated By: | | Date/Time: | |



Main Responsibilities/accountabilities:

There are four key responsibilities in the post:

1. Provide the highest quality customer experience to all visitors and customers at every customer touch point.
2. Work closely with colleagues across the team to achieve a range of business targets.
3. Have an awareness of Health and Safety matters and the confidence to communicate any Health and Safety concerns they have to their Line Manager.
4. Act as Customer Experience Champion within the organisation, supporting a programme of ongoing quality assessment and improvement.

Key Tasks:

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| Customer Experience | This role involves working across all our customer experience departments, bar, café, car parking, kitchen, retail, ushering and waiting. There may also be additional duties which fall out with these areas. |
| | Provide high-quality customer experience in all areas of the Theatre as required. |
| | Be knowledgeable about all aspects of the programme, to help upsell tickets for other events. |
| | Be knowledgeable about the history of the Theatre and the local area. |
| | Work collaboratively with colleagues to maximise the customer experience. |
| | Assist all colleagues to ensure the smooth delivery of events. |
| Bar/Café | Serve food and drinks accurately and hygienically. |
| | Present daily specials to customers and answer questions about menu items especially regarding allergies. |
| | Set and clear tables ensuring area is clean and ready for use. |
| | Re-stock area as required according to Operating Procedures. |
| | Keep accurate records of internal accounts/spillages/food waste. |
| | Check customer ID to ensure they meet minimum age requirements for consumption of alcoholic beverages. |
| Car Parking | Provide a warm, friendly first impression of the Theatre to all visitors. |
| | Wear suitable clothing for outdoor events, and wear PPE provided. |
| | Provide clear instructions to car drivers as to where they can park. |
| Kitchen | Re-stock café/bar with clean crockery/utensils. |
| | Provide assistance to the Kitchen Team. |

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| Retail | Be knowledgeable about the range of retail items on offer. |
| | Re-stock areas as required according to Operating Procedures. |
| Ushering | Check tickets and direct audience members to their seats. |
| | Confidently approach audience members to provide assistance. |
| | Sell retail items, ice creams and programmes before, during and after the performance. |
| Waiting | Set and clear tables as required. |
| | Take accurate food and drink orders and relay them to the Kitchen/Bar Team. |
| | Serve food/drinks quickly and professionally. |
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| Health & Safety | Attend training as required to update knowledge and skills and be able to comply with H&S policies to a high standard. |
| | Direct audience members, visitors, colleagues and others to places of shelter, or other assistance as required. Be prepared to help evacuate building/other venue as necessary. |
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| Pitlochry Festival Theatre's Standard Clauses | <p>Assist the Department with work experience placements, offering work shadow opportunities, training and mentoring as required.</p> <p>Actively promote staff welfare, development and training opportunities throughout the Theatre.</p> <p>Support the nominated Green Champion, in meeting organisational aims and ambitions for its environmental impacts.</p> <p>Help to implement the organisation's Environmental Policy within the Production department.</p> |

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Person Specification

Our vision, mission and values

It's our vision to bring Pitlochry to the world and the world to Pitlochry.

To achieve this, we have a mission to **create** great performances which excite, engage and challenge; to **inspire** imaginations, adventures and a sense of belonging; and to **nurture** an environment in which we, our audiences and all of our communities can connect and grow together.

In everything we do we behave with respect, empathy and integrity and in every situation, we foster creativity, collaboration and inspiration.

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- Creativity
- Inspirational sense of belonging
- A nurturing environment
- Commitment to Excellence
- Teamwork

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The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

| Requirements | Essential | Desirable | Assessment Method |
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| Qualifications & Education | Educated to SCQF level 6 | First Aid qualification | Application/Interview |
| Experience | Experience of working in a customer serving environment | Experience of working outside for long periods of time (up to 6 hours) | Application/Interview |
| | Ability to work with different technology/apps | Experience of using EPOS system | Application/interview |
| | Ability to talk to a range of different people | Experience of dealing with a range of customers | Application/Interview |
| Personal qualities | Ability to work well in a team | Passion for the arts and the vision of Pitlochry Festival Theatre | Application/Interview |
| | Proactive approach to customer service | Food Hygiene (Level 2) | Application/Interview |
| | Ability to deal with conflict/complaints (training will be given) | Person Licence Training | Application/Interview |
| | Self confident | | Application/Interview |
| | Awareness of health & safety issues | | Application/Interview |
| | Problem solving skills | | Application/interview |
| | Good numerical skills | | Application |
| | Excellent verbal skills | | Interview |
| | Friendly and professional | | Interview/References |
| | Active listening skills | | Interview |
| | Excellent interpersonal skills | Interest in accessibility issues | Application/Interview |
| | Flexible and diplomatic | | Application/Interview |

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