**JOB DESCRIPTION**

**REGENERATION & NEIGHBOURHOODS**

**JOB TITLE:** CASUAL USHER

**DIVISION:** CULTURAL SERVICES

**GRADE:** BAND 1-3

**RESPONSIBLE TO:** PERFORMANCE VENUES MANAGER

**POST REFERENCE:**  101557

**Purpose of Post**

Provision of front of house duties at the Town Hall Theatre and Borough Hall. Check tickets, monitor behaviour, direct spectators, relocate patrons where necessary, offer advice and venue information and attend to the needs of customers in an efficient manner.

**Key Relationships**

Responsible to the Performance Venues Manager reporting through Venue Duty Officers.

**Main Duties and Responsibilities**

* Ensure the front of house is safe and prepared ready for event opening times.
* Ensure all in-house public areas are ready for customer arrivals.
* Monitor spectators, reporting all suspicious activity and/or underage drinking.
* Adhere to venue capacity regulations, monitoring ticket access and adhering to venue entry policy.
* Removing contraband items from patrons, storing in a safe place and completing all required documentation.
* Monitor the box office and report any suspicious activity.
* Ensure that legal opening/closing times are adhered to.
* Ensure all fire exits are clear throughout the events and ensure any issues are reported directly to the Duty Officer following venue policy.
* Assist in the entry and egress of patrons.
* To act in accordance with the Town Hall Theatre and Borough Hall fire regulations.
* To observe all Health & Safety regulations as applicable to employees – Health & Safety at Work Act 1974.
* Follow venue confidentiality and behaviour guidelines.
* Be able to work under pressure and be of a pleasant nature.
* Actively follow the Challenge 21 Policy to support your team.
* Complete all training as required by the Performance Venues Manager.
* Any other duties of a related nature which might reasonably be required and allocated by the Duty Manager.

Changes

Over time Council services change and develop. This can impact upon the main duties and responsibilities of the role, and subsequently the post holder, who will be required to adapt. Any changes will be appropriate to the grading of the post and will be made in discussion with the post holder.

Date: 14.05.2019

**HARTLEPOOL BOROUGH COUNCIL IS COMMITTED TO SAFEGUARDING AND PROMOTING THE WELFARE OF CHILDREN, YOUNG PEOPLE AND VULNERABLE ADULTS. IF THIS POST IS SUBJECT TO SAFER RECRUITMENT MEASURES THEN A DISCLOSURE AND BARRING SERVICE (DBS) CHECK WILL BE REQUIRED.**