



## **CASUAL FRONT OF HOUSE TEAM JOB DESCRIPTION & PERSON SPECIFICATION / VIOLA'S ROOM**

**Responsible to:** Show Duty Manager, Show Supervisor

**Key relationships:** General Manager, Producers, show operations & technical teams

**Salary:** £13.15 per hour (London Living Wage)

**Contract:** Zero hours / Casual

**Deadline for applications:** 10am on Monday 22nd April

Applications will be reviewed on a rolling basis. Shortlisted candidates will be notified in due course. If you are interested in this role, we encourage you to submit your application as early as possible. We reserve the right to close this vacancy as soon as we have received sufficient applications for the role.

How to apply: Complete the application form [here](#) including your CV and cover letter.

If you have any questions or are experiencing any difficulties with the application process, please contact [workwithus@punchdrunk.com](mailto:workwithus@punchdrunk.com).

### **OUR HISTORY**

Founded in 2000 by Felix Barrett MBE, Punchdrunk is widely recognised as the “pioneer of the ‘immersive theatre’ phenomenon” (The Telegraph). The company is best known for their mask shows, a form of theatre in which roaming audiences experience epic storytelling inside singular, sensory worlds. These productions have been cited amongst the 40 creative moments that changed culture (Creative Review) and currently play across three continents: *Sleep No More*, New York has been running since 2011; *Sleep No More*, Shanghai (2016 - present) is the longest-running international show in China; and *The Burnt City*, London has welcomed over 200,000 audiences since it opened in March 2022. In March 2024, Punchdrunk announced their latest project, *Viola's Room*, opening in London in May 2024.

Alongside these landmark theatrical productions, Punchdrunk has taken its ground-breaking approach to live experiences and created cross-cultural collaborations in music, tech, fashion and TV - from projects with Rihanna to Jack White, Louis Vuitton to Alexander McQueen, and from Samsung to Brad Pitt's Plan B Studios. The company was listed amongst the 50 most influential artists of the last 50 years (Sky Arts, 2022) alongside David Bowie, Sir Steve McQueen and Vivienne Westwood.

Previous projects include: *The Third Day* (BAFTA-nominated TV series starring Jude Law

and Naomie Harris with HBO and Sky Studios), *Believe Your Eyes* (with Samsung, 58th Venice Biennale, 837, ArtBasel and Cannes 2016), *ANTIdiary* (with Rihanna and Roc Nation), *The Drowned Man: A Hollywood Fable* (with the National Theatre), *The Crash of the Elysium* (Manchester International Festival), *The Duchess of Malfi* (with ENO), *Sleep No More* (with the American Repertory Theatre), *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 passionate and energetic people to join their front of house team to help with the day-to-day running of all front of house operations on Punchdrunk's new groundbreaking show *Viola's Room*. The role will work across all aspects of the front of house operations including bars, box office and stewarding.

The successful candidates will play a crucial role in creating a welcoming and enjoyable experience for our patrons. The role is responsible for ensuring smooth operations before, during, and after performances. This position requires exceptional customer service skills, attention to detail, and the ability to handle various tasks efficiently with the ability to maintain a calm and positive attitude in a fast-paced environment.

The ideal candidates will have experience and knowledge of the working practices of all front of house operations and all that is necessary to ensure the smooth running of a busy theatrical venue.

## **JOB DESCRIPTION | RESPONSIBILITIES INCLUDE:**

- Greet patrons warmly as they enter and provide assistance and information regarding the show, venue facilities, and amenities.
- Familiarise yourself with emergency procedures and protocols.
- Monitor entrances and exits to ensure the safety and security of patrons.
- Adhere to company health and safety policies whilst working with equipment and in the building.
- Reporting any health and safety incidents in a timely manner.
- Assist customers around the FOH spaces, ensuring the customer experience is of a high standard at all times.
- Handle enquiries, comments, and concerns from customers in a professional and courteous manner.
- Assist with crowd control and emergency evacuations.
- Work closely with other front of house staff and management to ensure seamless operations.
- Assist patrons with ticket purchases and process transactions accurately using the Spektrix ticketing system and deal with any ticketing issues.
- Monitor audience behaviour during performances to ensure compliance with Punchdrunk policies.
- Sell merchandise throughout the venue.
- Maintain organised and tidy areas throughout the venue.
- Attending training as required.
- Prepare and serve a variety of alcoholic and non-alcoholic beverages, including cocktails, beers, wines, and spirits.
- Monitor inventory levels and restock bar supplies as needed.
- Ensure compliance with all relevant alcohol laws and regulations.

- Following the Challenge 25 policy and checking the identification of any customer who appears to be under the age of 25 if purchasing alcohol from the bar.
- Promoting sensible alcohol consumption to customers whilst working in the bar.
- Ensure that all patrons have a positive and memorable experience at the theatre.
- Prepare to take on responsibilities within the front of house operation and adhere to any last-minute changes to the rota positioning.
- Any other duties as reasonably required

## **PERSON SPECIFICATION:**

### **Essential**

- At least one year's experience of working in a customer-facing role in the live arts sector
- A problem-solver with a can-do, positive attitude and the ability to communicate in a professional and friendly manner
- Ability to remain calm and professional under pressure.
- Strong organisational and time management skills with ability to prioritise under pressure
- Able to demonstrate excellent customer service
- The ability to build a strong rapport with guests and colleagues in an engaging and professional manner.
- To be able to keep calm when presented with fast evolving incidents.
- A team player who is comfortable working as part of a small fast paced team.
- - A "can do" attitude with the ability to adapt to the fast pace of live events
- Excellent interpersonal and communication skills.
- Strong attention to detail and organisational abilities.
- Flexibility to work evenings, weekends, and bank holidays as required.

### **Desirable**

- An interest in Punchdrunk's work
- Experience of working with Spektrix
- Experience of working in a bar
- Experience of working on a commercial theatre production

## **EMPLOYMENT TERMS**

- Zero hours contract
- Pension contribution, following completion of probation period
- 20 days holiday per annum pro rata + UK bank holidays
- Place of Work: Punchdrunk's Woolwich home
- £13.15 per hour (London Living Wage)

## **NOTES TO APPLICANTS**

This is a guide to the nature of the work required. It is not wholly comprehensive and may be reviewed with the post holder and the line manager from time to time.

If you are called for an interview you will be required to sign 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 complete the application form [here](#), providing 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 one reference for candidates progressing past a first interview, prior to making an offer.

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 fulfil 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.

We particularly welcome applications from applicants living in the Royal Borough of Greenwich.

## **RECRUITMENT TIMELINE**

Applications will be reviewed on a rolling basis and interviews will commence shortly after shortlisting.

Deadline for applications: 10am on Monday 22nd April

Interviews: w/c 29th April

Contract commences: Thursday 9th May

We reserve the right to close this vacancy before the advertised closing date if we receive sufficient applications for the role. Therefore, if you are interested in this role, we encourage you to submit your application as early as possible.