



OT ORANGE
TREE
THEATRE

A powerhouse of independent theatre

**SEASONAL STAFF: BOX OFFICE COVER &
STEWARDS/BAR STAFF**
Recruitment Pack



The Distance, photo by Helen Warner

Thank you for your interest in our seasonal staff positions including Box Office cover and stewards/bar staff.



If you would like this job pack in another format, please contact Sarah Murray at sarah.murray@orangetreetheatre.co.uk

Background

The Orange Tree (OT) is an **award-winning, independent** theatre. Recognised as a **powerhouse** that creates high-quality productions of new and rediscovered plays, we entertain 70,000 people across the UK every year.

The OT's home in Richmond, South West London, is an **intimate theatre** with the audience seated all around the stage: watching a performance here is truly a unique experience.

We believe in the power of dramatic stories to entertain, thrill and challenge us; plays that enrich our lives by enhancing our understanding of ourselves and each other.

As a registered charity (266128) sitting **at the heart of its community**, we work with 10,000 people in Richmond and beyond through participatory theatre projects for people of all ages and abilities.

Purpose of roles

Our stewards, Box Office staff and bar staff are the face of the theatre on a day-to-day basis. You must be confident speaking to the public and handling any complaints or issues that might arise. You need to be confident and pro-active. Exceptional customer service is a top priority, and this must always be upheld. You will be responsible for the successful delivery of first-class sales and customer service. You will be expected to assist with ensuring that health, safety and hygiene, along with licensing regulations, are met. Ability to work evenings and weekends is essential.

Bar staff/steward responsibilities include:

- To welcome audiences, check tickets, usher audience members to their seats and act as the point of contact for enquiries
- To sell bar drinks and snacks, programmes, playtexts or other merchandise pre-performance, during the interval and post-performance
- To ensure the public areas, foyer, auditorium and toilets are presentable at all times.
- To be responsible for the safety and comfort of audiences before, during and after performances.
- To provide a welcoming environment to all visitors to the theatre.
- To assist in ensuring the safety and comfort of members of the public and staff.
- To deal effectively with customer problems and enquiries.
- To ensure that basic cleaning duties are carried out.





The Lottery of Love, photo by Helen Maybanks



- To assist with internal events.
- To adhere to all fire and health and safety procedures to minimize the risk of injury and accidents.
- To carry out any other duties as required.

Responsible to: Duty Manager and Front of House Manager

Box Office responsibilities include:

- To promptly answer phone and email enquiries with regards to sales and donations
- To fulfil sales and donations for customers using our online system, contributing to sales targets by cross-selling and up-selling such as encouraging customers to book a season ticket or become a Member
- Ensure audiences with access requirements have a smooth booking experience by carefully adhering to the access booking process, terms and conditions and maintaining the Access Register
- Fulfil daily Box Office checklist tasks, including but not limited to ensuring leaflets are stocked; and the Box Office is clean, tidy and welcoming at all times
- Contribute to Payment Card Industry (PCI) compliancy, and uphold the OT's General Data Protection Regulation (GDPR) and Privacy and Electronic Communication Regulation (PECR) practices to ensure customers' data is carefully maintained and protected at all times.
- To field phone calls and emails with regards to customer feedback and where necessary making sure they are passed on to the correct department
- Promptly mailing tickets to customers who have requested this service

- To be responsible for a smooth Box Office service as audiences arrive at the theatre, providing tickets swiftly and efficiently
- To uphold the ethos of the theatre, always making customers feel welcome

Responsible to: Marketing and Sales Director

These lists are not exhaustive and as a term of your employment you may also be asked to undertake other such appropriate duties as and when required, as well as being asked to work flexible hours to suit the operation of the organisation.

Skills and experience (across all roles)

- To be comfortable handling money and be accurate with cash-handling
- Good communicator, able to offer a consistently high standard of customer care
- Enthusiastic team worker with excellent interpersonal skills
- Ability to use your initiative and prioritise tasks
- Ability to work under pressure

(For Box Office cover)

- No previous box office experience is necessary as training will be provided, but a love of/knowledge of theatre is essential

(For stewards/bar staff)

- Previous bar experience is favourable, but not essential
- Basic knowledge of health and safety and/or hygiene issues is desirable.





Two Billion Beats, photo by Alex Brenner



Culture and experience

The OT is an ambitious organisation, with a positive and supportive approach, reflected in its welcoming team. We are currently in a period of growth and change, and we celebrate a culture of risk-taking and initiative as well as measurable success. Our dog-friendly offices in Richmond are just two minutes from the station (16 mins to Waterloo, 8 mins to Clapham Junction, 16 mins to Hammersmith, 25 mins to West Hampstead). We enjoy regular, informal socialising and group theatre trips, with tickets covered by the Orange Tree. With all our shows produced by the Orange Tree, staff are invited into the creative process by attending meet and greets, read-throughs and rehearsals for each production (around 8 per year).

Diversity and inclusion

Diversity and inclusion are central values at the Orange Tree. Our Diversity and Inclusion Committee meets regularly and currently includes Board members (Anita Arora, Carolyn Backhouse, Victoria Kent, India Semper-Hughes) and Senior Management. The Senior Management Team (SMT) is participating in the AMA's Breakthrough Programme in 2023 to develop tailored plans to achieve greater impact at the OT and for the industry. Our breakthrough goal in 2023 will be focussed on transforming the experience of visiting the OT for d/Deaf and hard of hearing people. As an equal opportunities employer, we actively encourage applications from groups currently underrepresented in the industry irrespective of gender identity, sexual orientation, marital status, race, religion, nationality, ethnicity, disability or age.



Contract and terms



Title of post: SEASONAL STAFF: BOX OFFICE COVER & STEWARDS/BAR STAFF

Salary: £10.42 per hour (three hours minimum per shift) plus holiday pay

Contract: Variable hours contract

Rotas are created on a show by show basis and you will be asked to let us know your availability for each period. Shifts will be allocated to each staff member based on this availability. You will be expected to be available for a minimum of four shifts per week during a run. Must be able to work daytimes, evenings and weekends.

Staff benefits

- 1 complimentary ticket to all OT shows, to be used in first week of a run
- Training opportunities
- Discount in the OT Bar



Candida, photo by Johan Persson



To apply

Closing Date: Monday 4 December, 10am.
Interviews: Thursday 7 and Friday 8 December

To apply please send us your CV (no longer than two pages) and submit by email marked 'SEASONAL STAFF' to jobs@orangetreetheatre.co.uk. Please specify in your email whether you are most interested in Box Office cover, or the steward/bar staff roles.

Please also [complete the Equal Opportunities Form here](#).