**About Landmark Theatres**

Landmark Theatres is a portfolio of regional venues in North Devon and Peterborough receiving a wide variety of arts and cultural opportunities for local communities. This includes major touring productions, high-profile live music acts, big-name stand-up comedy, dance, superb theatre, and new writing. We also produce high-quality Musicals, Drama and Family productions including our annual family Pantomime in Peterborough.

Our venues consist of: Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough (112 & 360 seats). We are the largest new theatre entrant to Arts Council England's National Portfolio (23-26) and are working with several high-quality partners such as Birmingham Royal Ballet, The National Theatre and Paines Plough.

We receive an annual grant of £1 million a year for the current three-year funding cycle from 2023-24 to 2025-26 to ensure that Landmark Theatres can deliver an ambitious artistic mission, driving quality work, inspiring, and developing new talent for and with the audience we serve across North Devon and Peterborough.  This funding is a great vote of confidence in our potential to deliver to areas previously underinvested in culturally. We are now building a new producing theatre organisation outside London – for the first time in a generation.

The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such ACE have broadened the companies’ ambitions against their Let’s Create Strategy.

We pride ourselves on an in-depth understanding of the locations in which we operate. Working in areas of lower cultural engagement across the UK. We are respectful and responsive to local priorities, deliver innovation and work in partnership to empower our communities. We deliver a breadth of creative activities and ways in which our communities can engage whether that be as an audience member, participant, decision maker or through developing talent.

[**landmarktheatres.co.uk/**](https://www.landmarktheatres.co.uk/)

Landmark Theatres is a value-led organisation: innovate, include, collaborate, empower, sustain. We are committed to being diverse and inclusive and to making our workforce representative of different backgrounds and experiences of the communities we serve.

**LANDMARK THEATRES LTD**

**Customer Services Assistant**

**Job description**

**Job Title: Customer Services Assistant  
Responsible to: Hospitality  
Place of Work: The Queens Theatre and The Landmark Theatre**

**Hours of Work: Casual hours as required**

**Salary: £11.44 or age-related National Minimum Wage Equivalent  
Contract: Casual Contract**

**Pension: Company Pension Scheme available**

**Start Date: As soon as possible**

**Summary of Role**

The Customer Services Assistant is responsible for delivering outstanding customer service to patrons of the theatres. This role involves a variety of tasks, including providing information about performances, serving food and beverages, maintaining cleanliness, and ensuring a welcoming and enjoyable atmosphere for all visitors. The assistant will work closely with other team members to support the smooth running of the theatre and cafe operations.

**Operations**

* Operate a variety of sales points including (but not limited to) bars, cafés, ice cream sales, merchandise and roaming;
* Operation of till points and the correct use of all associated sales technology;
* Pro-active contribution and participation in all sales incentives and upsell schemes;
* Ensure the safety & security of all visitors with support from the senior team
* Adhere and execute emergency and evacuation procedures;
* Maintain the cleanliness & tidiness of all Front of House areas, including deep-cleans as and when required;
* Ensure that all Front of House areas are operated in a manner that is both professional and safe;
* Comply with all health & safety standards, venue licensing laws; Food Safety policies and legislations as advised by venue leadership team
* Adhere to all Landmark Theatres Policies and Procedures
* Adhere to all Landmark Theatres Health & Safety procedures.

**Customer Service**

* Maintain customer service standards that, will guarantee the delivery of excellence in all aspects of customer service;
* Act as ‘the face of’ Landmark Theatres at all times and respond to all customer enquiries, feedback or complaints in a professional manner, representing the organisation appropriately.

**Environmental Impact & Ethics**

* Ensure that all waste products generated by Hospitality and Front Of House activities are disposed of in a manner which assists Landmark Theatres in working towards “zero to landfill” criteria and contributes to the reduction of the use of plastics as much as possible in line with the Landmark Theatres Key Values.

**Finance**

* Adhere to the organisational financial policies ensuring compliance with GDPR and
* Knowledge of required financial reporting as requested.

**Other responsibilities**

* Dress in accordance with Landmark Theatres uniform policy;
* Undertake training as relevant to the post, as and when requested;
* Carry out other duties that may from time to time be reasonably required by other departments, to assist Landmark Theatres in achieving its business and charitable objectives.

The job description for this position may be reviewed and amended to incorporate the future needs of the department and organisation. This job description is intended as a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and is subject to review.

Landmark Theatres Ltd is committed to being a diverse and inclusive organisation and we are keen to make our workforce more representative of different backgrounds and experiences of the communities we serve. We work to remove barriers and pride ourselves on giving opportunities to people of all walks of like and all class backgrounds. We welcome applications from people who are under-represented in our organisation and/or arts organisations in general.

Landmark Theatres Ltd is committed to safeguarding the welfare of participants and partners. Applicants will be asked about any previous convictions, cautions, and reprimands, including those that are considered ‘spent’ as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013). The successful candidate must be willing to undergo an enhanced Disclosure and Barring Service check (at Landmark’s expense) if a job offer is made subject to this being obtained.

**To apply for this role please complete the application form and equality, diversity and inclusion monitoring form found on our website, and return to** [**jobs@landmarktheatres.co.uk**](mailto:jobs@landmarktheatres.co.uk) **with Customer Services Assistant North Devon in the subject line.**

All applicants will receive a response regardless of the shortlisting outcome.