

LAWRENCE BATLEY THEATRE HUDDERSFIELD



We're recruiting

Visitor Experience Assistant (Part-time)

Recruitment Information Pack

If you require a different format of this Recruitment Pack, please contact recruitment@thelbt.org for support.



Who we are

We are a community of likeminded people who are passionate about regional theatre.

As a venue built by and for the people of Huddersfield we believe everyone has something to offer and by bringing together a variety of unique skills, magic can happen.

If you'd like to find out a little more about us, [click here](#) to watch all that we've achieved over the past year.

★★★★★ ***“a game-changer”***

- The Telegraph on *What A Carve Up!*

“My girls loved it (ages 5, 7 and 8). It was so much fun solving all the clues together. It's brought us together as a family.”

- Review of *Charlotte Holmes*



About us

We are a mid-scale theatre in the heart of West Yorkshire that was created by and for our community. Within the building there are three performance spaces - the Main House seating 477 people, the Cellar Theatre with up to 120 seats and the Attic Theatre, with up to 60 seats - as well as a number of meeting and function rooms, Gallery space and our café bar, The Courtyard. The theatre is run by a team of approx. 90 full-time, part-time and casual staff and we are also incredibly proud and grateful to have an exceptionally loyal team of approx. 80 volunteers at the theatre.

Participation is absolutely at the heart of the organisation, and we do a huge amount of work both at the theatre but also in Kirklees more widely - all of this work is seen through a lens of tackling isolation and 'otherness' as well as building a stronger sense of community.

★★★★★ **"Impressively realised"**

- The Stage on *A Christmas Carol*

★★★★★

- The Guardian on *Nigel Slater's Toast*



Vision, Mission & Values

Why we are here

We're here to do our community proud.

We're here to share exciting and entertaining stories.

We're here to build a stronger sense of community.

We're here to encourage creativity, to nurture confidence, and to develop talent.

What are we aiming for?

We want to be the creative heart of Huddersfield.

What makes us tick?

We are friendly and welcoming.

We are inclusive, diverse and accessible.

We are collaborative.

We are locally rooted with national ambition.

We are brave and unafraid of taking risks



Being part of our team

The Lawrence Batley Theatre is the home of live performance in Huddersfield and for Kirklees. We are committed to discovering and developing the best talent from across the sector. We work with people from all backgrounds and with all levels of experience and we're especially keen to hear from creative people who feel they are under-represented in UK theatre.

To help support this we have a flexible working policy and will consider job shares, working from home and flexible working patterns wherever possible.

We offer our team:

- On-site parking
- Discount in our theatre café/bar
- Free entry to selected performances at the theatre
- 20 days annual leave, increasing to 25 days after 1 year's employment and 30 days after 5 year's employment
- Free 24-hour support service
- Training & Development opportunities tailored to you
- An additional day's annual leave for your birthday

We're recruiting for...

Job title: Visitor Experience Assistant (Part-time)

Main purpose of job:

We are looking for a dynamic individual with a passion for customer service to join our busy Visitor Experience Team.

The recruited individual will work as part of a team to ensure the successful operation of bars and catering, kiosk, box office and room hire events, with focus on high standards and excellent customer service

Responsible to:

Duty Manager/Supervisor, Head of Visitor Experience

Working relationships with:

Box Office Supervisor

Visitor Experience Team

Marketing & Communications Team

Responsibilities:

- To provide a welcoming and efficient service, ensuring good bar and box office practice at all times
- To use our Spektrix box office system to sell tickets and deal with customer enquiries about tickets for upcoming performances
- To work flexibly as part of a team
- To be friendly and approachable at all times
- To hold excellent knowledge of bar products and LBT performances
- To meet licensing objectives at all times
- To maintain efficient stock levels and clean, well-presented service areas
- To be responsible for all monies taken
- To follow procedures and complete paperwork as instructed
- To comply with all health and safety regulations
- To attend regular training sessions and meetings
- To comply with organisational standards and deliver high levels of customer care
- To be versatile in your role as a Visitor Experience Assistant and to carry out any other reasonable duties as requested
- To act as an ambassador for the Lawrence Batley Theatre

Personal attributes:

Previous Experience:

- Experience of working within a team
- Experience in following procedures
- Experience of cash handling
- Experience working in a hospitality environment

Essential Personal Attributes

- Excellent customer service skills
- Positive outlook
- Flexible
- Organised
- Team player
- Enjoys working with the public
- Good financial accuracy
- Attention to detail
- IT literate
- Must be at least 18 years old due to licencing laws

Terms & Conditions

Salary: £19,000 pro rata (£8107.00 per annum take home pay)

Hours: 16 hours per week

Hours will be flexible, evening and weekend work will be required. No overtime is payable but time off in lieu may be taken with agreement of line manager.

Holidays: Annual holiday entitlement is 20 days per year pro rata plus bank holiday entitlement. This increases to 25 days per year pro rata after the first year's service.

Standard terms and conditions of the Lawrence Batley Theatre apply.

Recruitment procedure & guidance

The Lawrence Batley Theatre's success is down to the passionate and creative people who make up our team.

All we ask is that those who want to join us are passionate about what we do, dedicated to local theatre and have an open mind.

These guidelines set out our approach to recruitment to give all potential applicants clarity about the standards and practices that are applied in our recruitment and selection processes.

Job Description

The job description contains information about the main purpose of the role, covering as comprehensively as possible the responsibilities of the post holder and what skills are required in the performance of their duties.

Essential and desirable attributes

This section of the recruitment pack lists the criteria that are required for someone to be able to perform the role to the required standards. The criteria are used in the shortlisting process and will inform the basis of the tasks/questions asked at interview.

Equal opportunities

We actively promote equality of opportunity for all with the right mix of talent, skills, and potential and welcome applications from a wide range of candidates. Recognising that the theatre sector, including ourselves, has a great deal of work to do to become truly equal we issue an Equality Monitoring form to everyone who applies to us. This form is anonymous and the information it contains is not considered as part of the selection process, however, after every round of recruitment we use the monitoring information we collect to understand who is and is not applying to our theatre - which allows us to identify areas in which our workforce is not representative of our community and developing ways of improving representation off the back of this.

Advertising vacancies

All of our vacancies will be advertised for a minimum of one month where practically possible. As standard all posts will be advertised on our website, social media channels and Arts Jobs. On some occasions vacancies will be advertised on job's boards such as Guardian Jobs, Arts Professionals and Arts Marketing Association.

Application process

For most of our vacancies we ask candidates to complete an application form to be considered for the role but in some circumstances, we may hold open recruitment days for certain posts.

Submitting your application

Below are some tips for submitting your application:

- Complete all sections of the application form
- Type or write clearly in black or blue ink
- Try explaining any gaps in your work history
- In the Please tell us why you think you are suitable for this role section please tell us how your previous experience demonstrates your ability to fulfil the role you are applying for.

Shortlisting

Once a vacancy has reached the closing date no further applications will be accepted. Before being reviewed we anonymise the applicant's name, educational institution and dates of study on each application. Applications are then reviewed by a team of at least two members of staff with direct knowledge of and skills relevant to the role being applied for. They will shortlist candidates based on the Job Description and application.

As soon as a decision has been made, we will contact shortlisted applicants to arrange interviews. Normally you would expect to hear from us within one to two weeks of the closing date if you have been selected for interview. If you do not hear from us within two weeks you have not been successful on this occasion.

Interviews

The interview is an opportunity for us to get to know you and to better understand your skills, experience, knowledge, and abilities. Interviews are conducted by the same two or three people who shortlisted applications and will include the line manager of the post being advertised. One of the team will act as Chair which means they are responsible for ensuring any particular access needs for candidates are taken into account as well as ensuring interviews are conducted professionally, fairly and in line with our Recruitment Procedure. The Chair also ensures that each panel member has an opportunity to give feedback on candidates in relation to the selection criteria and that those criteria and not any other factors are the basis for the panel's decision making. The Chair is also responsible for ensuring interview notes are completed for every candidate to help us record the panel's decision but also to enable us to provide feedback for all Interviewees so that you can understand the outcome of the interview.

