



**CUSTOMER SERVICE AGENT
(CASUAL)**

*Job Description and
Application Information*

BACKGROUND

The Lyric Theatre enjoys a special place within Northern Ireland's artistic landscape. As a prolific production house, the Lyric is the beating cultural heart of Northern Ireland – inspiring and entertaining audiences with both new and established plays and helping to launch the careers of some of our most famous actors, directors and playwrights. The Lyric is a playhouse for all. We are a shared civic space for artists and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the critical role of the arts in society. Our mission is to create, entertain, and inspire.

As Northern Ireland's only full-time producing theatre, each year we produce 9 or 10 full-scale productions, 2 of which run concurrently at Christmas. We also receive visiting work from touring companies. We stage some 400 performances each year and are the largest employer of theatre practitioners in Northern Ireland. Our modern theatre opened in 2011 and consists of the 390-seat main stage and the 124-seat flexible Naughton Studio. In recent years, the theatre won 4 Irish Theatre Awards, was voted NI's most welcoming theatre, staged co-productions with the Abbey Theatre, Soho Theatre and the Dublin Theatre Festival and toured to New York, London, Glasgow, and Dublin.

There are two group companies. Lyric Theatre NI (The parent company) is a company limited by guarantee and a registered charity and is also the owner and operator of the theatre and the primary recipient of grant funding. Lyric Players Theatre Productions Limited is a wholly owned subsidiary of Lyric Theatre NI and is responsible for producing professional theatre productions and the operation of food and beverage operations within the theatre. The combined turnover of the two companies is in excess of £2.9 million. The two companies employ in excess of 80 employees.

For more information on the Lyric Theatre, visit www.lyrictheatre.co.uk.

PURPOSE OF THE POST

Customer Service Agents are essential for the delivery of excellent customer service at the theatre. Successful applicants will be expected to demonstrate the highest possible standards of service to audiences and customers throughout their visit to the theatre and are expected to uphold and strengthen the reputation of the theatre.

The job will include – but not be limited to – café and bar service; kiosk service; welcoming and seating guests attending performances and events; promoting the sale of performance and merchandise; assisting with the set-up, delivery and breakdown of service and events; cleaning and preparation of food service areas.

This is a casual role with hours being offered on an ad-hoc basis to meet the needs of the theatre. We aim to give one week's advance notice of hours available, however are unable to guarantee hours beyond each week worked. Shifts will take place across 7 days and will include evenings and weekends.

JOB TITLE

This title of this post is **Customer Service Agent (Casual)**.

REPORTING TO

Head of Customer Services and Customer Services Manager.

LOCATION

The post is based at the Lyric Theatre, 55 Ridgeway Street, Belfast BT9 5FB.

PAY SCALE

The rate of pay will be the National Living Wage, paid weekly in arrears.

CONTRACT

This is a casual position therefore there are no minimum or maximum hours guaranteed.

The hours of work offered for casual workers will be subject to the performance schedule and the availability of the persons appointed.

PROBATIONARY PERIOD

The appointment will commence with a probation period of three months during which time the performance of workers will be monitored closely. During this time, the Lyric Theatre reserves the right to dismiss the worker without notice for unsatisfactory performance without recourse to the disciplinary procedure.

HOLIDAY PAY

For casual contracts, holidays will be accrued at a rate of 12.07% of each hour worked.

WORKING WEEK

Casual Customer Service Agents will be notified of hours they are required to work on a rota basis at least one week in advance in accordance with the needs of the business and performances but will usually be between 9am and midnight. The theatre is open seven days of the week.

MAIN DUTIES AND RESPONSIBILITIES

Café Bar

- Preparation and selling of alcoholic and non-alcoholic beverages including encouraging customers to order for interval drinks;
- Taking and delivering accurate food and drink orders from customers;
- Preparation of specialty coffees – barista experience preferential although full training can be given;
- Maintaining clean, attractive and hygienic front of house areas in accordance with the Lyric's Health and Safety Policies including clearing empty glasses, removing waste and undertaking pickups;
- Helping to keep storerooms in an orderly, clean and well-organised state, including assisting with stocktakes when required;
- Any other relevant duties and responsibilities as may from time to time be reasonably required by the Customer Service team.

Host/Usher

- Greeting customers in a warm, engaging and friendly manner, directing them accordingly and where necessary, checking their tickets;
- Ensuring the customers are comfortably seated and taking initiative to solve seating issues when appropriate, referring issues to the Duty Supervisor when necessary;
- Politely ensuring customers conform with policies on smoking, the use of cameras, mobiles phones and latecomers;
- Bidding customers farewell at the end of the performance and giving out appropriate publicity material for future shows;
- Proactively educating yourself on the shows currently in rotation in order to provide accurate information for our patrons;
- Upselling kiosk items such as confectionery, merchandise and programmes.

General Duties

- Being able to work as a member of a proactive and productive team. Maintaining excellent communication with staff & customers and developing strong relationships with them. Being vigilant in order to prevent accidents or incidents that might cause injury or harm to customers, visitors or staff;
- Reporting any repairs and maintenance issues to your line manager;
- Being knowledgeable about and adhering to the Lyric's Customer Service Policy;
- Being knowledgeable and enthusiastic about the theatre, its facilities, policies, procedures and programme; providing accurate information as required;
- Pro-actively promoting and selling confectionery, drinks, ice cream, programmes, merchandise and other items as appropriate;
- Being honest and accurate in the handling of cash and stock; reporting cash and stock discrepancies to the Supervisor on duty;

- Being flexible and reliable and a good time-keeper;
- Meeting the needs of customers with disabilities and those with limited mobility, in accordance with the provisions of the Disability Discrimination Act;
- When appropriate, holding friendly conversations with customers - making them feel welcome at all times;
- Having a commitment to carry out duties in the best interests of the Lyric Theatre, its customers, sponsors, artistes, and others, adopting and ensuring the highest standards of customer service at all times;
- Setting up, preparing and clearing of function rooms;
- Attending and participating in appropriate training courses.

This list is for guidance only and is not exhaustive. The post holder will also be required to carry out other reasonable duties as required by the Customer Services Management Team.

PERSONNEL SPECIFICATION

Applicants must be over 18 years of age in order to work in the café/bar, be well presented and be able to demonstrate the following qualities:

Essential Criteria (Café Bar)

- At least 12 months experience (within the last 5 years) of working in a hospitality or café/bar environment;
- The ability to deliver customer service of the highest standards;
- Literacy and numeracy to an appropriate level – equivalent to GCSE C or above in English and Maths, but a formal qualification is not required;
- A demonstrably clean record of honesty in matters related to handling cash;
- The ability to proactively engage with members of the public for the purpose of selling and imparting information about the Lyric Theatre and its programme of events;
- An engaging personality expressed by a warm, outgoing, friendly and courteous manner when dealing with the public.

Desirable Criteria (Café Bar)

The following qualities or experience are also desirable:

- Experience of working in corporate events;
- Proven barista experience;
- Experience of working in a theatre environment;
- A demonstrable interest in theatre or arts;
- Previous experience working with Epos systems;
- Food handling experience;
- Cash handling/till reconciliation experience;
- Supervisory experience in a hospitality or arts venue.

Essential Criteria (Host)

- Outgoing and friendly personality;
- Availability in the evenings and weekends;
- Experience working with people – whether paid or unpaid (i.e. – sports team, volunteer work etc).

Desirable Criteria (Host)

The following qualities or experience are also desirable:

- Example of leadership or position of responsibility;
- Interest in the theatre/arts.

Skills and Behaviours

Successful applicants will be able to demonstrate the following qualities:

1. Strong inter-personal skills, with excellent verbal communication skills;
2. An enthusiastic and flexible approach to work;
3. A natural problem solver with the ability to multi-task and prioritise;
4. Experience with standing for long periods of time, repetition, lifting, bending, and reaching.

HOW TO APPLY

To apply, please submit your **CV** demonstrating how you meet the essential criteria and desirable criteria (if applicable) and including the details of two **referees**, one of which must be your current or most recent employer. Also, a completed **Equal Opportunities Monitoring Form**, which can be downloaded from the Lyric Theatre website.

Please send your CV, References and Equal Opportunities Monitoring Form to recruitment@lyrictheatre.co.uk or to The Monitoring Officer, Lyric Theatre, 55 Ridgeway Street, Belfast, BT9 5FB. Failure to demonstrate how you meet the criteria may result in your application being disqualified. Canvassing will disqualify.

CLOSING DATE

The closing date is midday on Friday 22nd October. Late applications may not be accepted.

SHORTLISTING

Only those applicants who appear, from the information provided, to be the most suitable in terms of the selection criteria may be called for interview. It is the applicant's responsibility to demonstrate clearly in their CV how they satisfy the published selection criteria. Applicants must provide evidence of how they meet the selection criteria, giving examples and specifying exact dates as appropriate. All applications for employment are considered strictly on the basis of merit.

Depending on the level of applications received, the Lyric Theatre reserve the right to alter the essential criteria as required.

INTERVIEWS

Interviews will be offered to suitable candidates following review of their application.

DISCLOSURE

1. If you are successful after shortlisting, depending on whether you will be working with children and/or vulnerable adults, you will be required to undergo an ACCESS NI check.
2. If you are required to undergo an Access NI check, a copy of their Code of Practice will be made available to you.
3. You will also be required to disclose any unspent criminal convictions as defined by The Safeguarding Vulnerable Groups NI Order 2007 & The Rehabilitation of Offenders (NI) Order 1978. The Lyric theatre has a policy on the Recruitment of Ex-Offenders which can also be made available to you.
4. Disclosure of a criminal record will not necessarily be a bar to obtaining the position within the Lyric theatre. You will, however, be asked to disclose if there is any reason why you cannot work in regulated activity with children or vulnerable adults.

The Lyric Theatre is an Equal Opportunities Employer

We particularly welcome applications from Black, Asian and Minority Ethnic (BAME), disabled and LGBTQI+ candidates who are under-represented across the sector.