



Event Team Member (Casual) - Application Pack

Uniting through creative experiences to explore an
ever-changing world and our part in it



Purpose of Role

Unity are recruiting for new Event Team members.

The Unity Event Team are crucial in ensuring the day to day running of the venue. They are responsible for the smooth running of all events and activity at Unity, ensuring the highest standard of customer care is provided to our visitors. The Events Team works across box office, café/bar and front of house.

The Event Team act as the public face of Unity and provide general assistance and help to all customers, ensuring a consistently high level of care and courtesy at all times. The role includes welcoming and guiding audiences / artists in the Front of House space, processing ticket sales at Box Office, till operation and customer serving at the Unity Bar and act as usher in attendance at theatre productions.

We're looking for applicants who have experience in customer service roles, a passion for live performance and the work of Unity and are both confident and motivating when working as part of a team.

Applicants do not need experience in all three areas of the role - customer services, bar operations and/or using a ticketing system to support Box Office sales –as training will be provided and show night rules allocated accordingly, but experience in one or more areas is preferable.



Unity's Mission

Unity has, for over 40 years, been the home of innovative performance, emerging talent and artists with a strong social identity in Liverpool.

Unity is an arts organisation that provides space and opportunity for people to be creative, enjoy high-quality entertainment, and celebrate the communities of Liverpool. We work together to inspire creative risk and achieve a more fair and accessible world. Unity can be experienced in our iconic building, out in the city and online for as many people as possible to enjoy.

“I’ve never felt intimidated. I’ve never felt like I didn’t belong. I think Unity really understand that without artists, it’s just a building.” - Grace Gallagher – Ugly Bucket Theatre (pictured)

Role Details

Role: Event Team Member (Casual)

Department: Events Team

Location: Unity Theatre, Liverpool

Contract & Hours: Casual Contract, must be able to work daytimes, evenings and weekends. Shifts are a minimum three hours long.

Rotas are created on a monthly basis and you will be asked to let us know your availability in advance for each period. Shifts will be allocated based on this availability.

Application Deadline: Friday 30th September, 10am

Interviews: Interviews will take place on Tue 4 & Wed 5 October

Salary: £9.50 per hour (plus holiday pay)

Notice Period: one week during probation, one month thereafter

Coach: Front of House Operations Manager



Main Responsibilities

- To be the public face of Unity, working across the key FOH roles including box office, bar, usher and fire officer.
- To work collaboratively with other team members to ensure a high level of customer service for all our visitors and acting as a representative of Unity Theatre at all times
- To provide general assistance and help to all customers ensuring a consistently high level of care and courtesy at all times.
- To contribute to the success of the team in meeting Unity Theatre's aims and objectives including maximising sales and spend per head.
- To present the start of the shift meeting led the Duty Officer
- To maintain and keep clean, the box office, bar, and front of house area.
- To ensure all security and cash handling procedures are adhered to.
- To participate in training and other forms of staff development
- To work at other sites as required by the needs of the business.
- Any such reasonable duties that may be required by the Theatre.



Main Responsibilities

In addition to the general duties above

When on Box Office:

- To answer inbound calls in a box office environment dealing with of calls for sales and customer service enquiries.
- To process ticket sales and reservations using Ticket Quarter system and other ticketing systems as required, ensuring database records are updated
- Proactive upselling of forth-coming productions and merchandise
- Monitor general Ticketing enquiry via box o email
- Cashing up
- Reporting to Duty Officer of evening takings and audience number
- Work with the Box office administrator to complete weekly task and handover to the next person on shift.



Main Responsibilities

When on the Bar:

- Contribute to achieving daily sales targets
- Proactive upselling of products
- Till operation
- Maintaining online hospitality system
- To serve customers with beverages and snacks in a timely and friendly manner.

Person Specification

Essential

- Passionate about live performance and the work of the Unity
- Demonstrable experience in a customer service role, preferably in a live venue setting
- Excellent sales skills
- Proactive with excellent organisational and communication skills
- Ability to work on your own to analyse situations and solve problems
- Ability to work calmly under pressure and prioritise issues
- Proven ability in cash handling

Desirable

- Experience working in a front of house team
- Experience in working on Box Office
- Bar and catering experience
- Fire warden training and experience
- Valid First Aid at Work certificate



How To Apply

Thank you for your interest in this role. We hope you have found the above information a useful starting point.

To apply for this role, please send your CV to info@unitytheatre.co.uk and complete the equal opportunities form on our website.

Before applying please ensure you have read the information pack. If you have any questions about the role ahead of application please email info@unitytheatre.co.uk and we will happily respond.

If sending a CV isn't your preferred method of applying, please feel free to send in a 2 minute video or arrange a phone-call using the same email address as above. If you need support completing your application please email info@unitytheatre.co.uk and we can arrange this.

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Thank you and we look forward to receiving your CV.