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| ENO logo from Sept 2015.jpg | **English National Opera****Casual Front of House Assistant** |

**About ENO**

English National Opera is founded on the belief that opera of the highest quality should be accessible to everyone.

At ENO opera is theatre; expressing drama through the unique combination of music, text, dance, and design. We sing in English and believe that singing in our own language connects the performers and the audience to the drama onstage, and enhances the experience for all.

We collaborate across contemporary art forms, to reflect the growing diversity of our culture. And we take a fresh approach right across the repertoire, from baroque to contemporary, as well as commissioning new works as part of our commitment to the future of the art form.

We bring our productions to the widest possible audience, whether at the London Coliseum, nationally or internationally. We make our work accessible by offering a large proportion of tickets at affordable prices, and by distributing it widely on screen and via digital media.

We also aim to introduce completely new audiences to the magic of opera through stimulating and creative learning and participation programmes.

We are a national company of internationally recognised standard. We nurture talent across the entire company, whether on-stage, backstage, or in the pit. We provide a platform for young singers to develop global careers.

Our vision is to be synonymous with making great opera accessible to the widest and most diverse audiences. We will continue to forge ground-breaking collaborations across art forms, and our world-class productions will inspire, surprise and captivate. We will be recognised as the national centre of excellence for developing opera, and as the benchmark for nurturing new talent. We will reach out to communities who might think opera is not for them.

We will tell the world’s most timeless stories, unforgettably.

**London Coliseum**

The London Coliseum is the Home of English National Opera (ENO). Each year we stage a diverse range of world class work including; twenty five weeks of ENO productions as well as, dance, musical theatre and cinema with live music events from visiting companies.

JOB DESCRIPTION

The Casual Front of House Assistant is a member of the Front of House Team, which alongside Catering, Housekeeping, Health & Safety and Security departments forms the Commercial Operations Division that manages the operation of the London Coliseum and other ENO properties (LBH, Trinity Buoy Wharf and Castle Wharf).

Reporting to: House Manager / Assistant House Manager / Duty Manager

The Casual Front of House Assistants are part of our high profile Front of House Team and are the first point of contact for ENO audiences. As such they must receive all visitors with a distinctively warm welcome, provide brilliant customer service throughout their visit, and ensure the safe, smooth and efficient running of all public areas of the building pre and during performances, rehearsals and events.

Our aim is to ensure visitors feel welcome and a sense of belonging to the ENO, that our audience enjoy unforgettable experiences at the London Coliseum, and have no hesitation in visiting us again and again.

Responsibilities

The Front of House Assistant’s main duties are:

* To prepare Front of House to receive the public, and warmly welcome visitors on their arrival; and to provide a helpful, informative and enthusiastic customer service throughout their visit that is distinctive to the ENO and exceeds audience expectations.
* To provide a very high standard of customer service at all times to both external and internal customers; to answer visitor queries, provide directions, and resolve any issues arising with positivity and charm.
* To conduct the Front of House health and safety checks of public spaces before and after performances in accordance with the FOH procedures, as part of the role’s responsibility for the health and safety of the public while they are in the building.
* To assist with basic maintenance and housekeeping checks and reporting anything appropriate that needs attention to the Duty Manager.
* To be responsible for ticket control of an area, checking tickets and directing to allocated seats.
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* To participate in the Front of House emergency procedure In the event of an emergency.
* To be familiar with the procedure for summoning first aid and security.
* To assist with selling programmes, ice creams and any other merchandise and being responsible for your own stock and income throughout the session, balancing and paying in income to the Sales Supervisor.
* To work as part of a team, supporting and training other staff as required.
* To assist with ‘pick up’ – clearing the auditorium of litter after matinees and rehearsals.
* To collect and hand in any items of lost property.
* To carry out any other related duties as required.

PERSON SPECIFICATION

Essential

* Experience in a customer service role
* Hands-on operational delivery
* Delivering excellent customer experience in a high volume, prestigious environment
* A proven track record of excellent service delivery to a discerning audience / clientele
* A team player with the ability to work on under pressure using initiative
* The ability to develop and interpret policy
* Cash handling experience
* A responsible and mature attitude towards work and colleagues
* Excellent interpersonal skills
* A flexible approach and ability to work effectively under pressure
* Ability to work effectively to deadlines with a high level of accuracy and attention to detail

Desirable attributes:

* Knowledge of and enthusiasm for opera, theatre or the arts in general
* Merchandise and retail experience in a prestigious environment

To apply:

Please send your CV with a covering letter detailing why you are interested in applying and why you feel your experience would be suited to the post to personnel@eno.org