



ROYAL
OPERA
HOUSE

JOB DESCRIPTION

- Role / Title:** Usher
- Reports to:** Front of House Managers
- Liaises with:** Audiences and visitors; Visitor Experience teams, Security, Facilities, Catering Teams, other staff; visiting companies and event organisers

Overall Purpose of the Role:

- To welcome all visitors to the Royal Opera House, ensuring they feel welcome and are safe at all times, delivering first class customer service at all times.
- To usher events and activities at the Royal Opera House and on occasion offsite, giving directions, knowledgeable advice, checking and scanning tickets and carrying out emergency procedures when required.
- To sell merchandise, ice creams and other items as required.
- As part of the Visitor Experience team, you may be required to work in other Visitor Experience areas subject to availability and necessary training.

Key Accountabilities

Customer Service

- Provide a warm approachable welcome and aim to provide a service that exceeds the expectations of our visitors.
- Be well informed of Royal Opera House policies and procedures, facilities and events to be able to provide a knowledgeable service.
- Ensure you and your area of work are well presented and safe, reporting any issues to a manager.
- Anticipate issues and be a proactive member of the team.

Ushering

- Check and scan tickets and ensure only valid ticket holders gain admittance to the defined areas.
- Be familiar with the varying needs of disabled visitors and those with other access or visit requirements, providing reasonable assistance and ensuring their experience is as inclusive as possible.

- Greet and attend to latecomers, following the performance's latecomer policy.
- Perform the role of cloakroom attendant taking coats and bags, keeping an organised work environment and ensuring the correct items are returned to the customer.
- Direct people to their seats within the auditoria and monitor audience behaviour, providing assistance and, where possible, resolving issues.
- Be confident with the Royal Opera House emergency procedures and all fire exit routes and to be ready to implement procedures if necessary.
- Promptly report any incidents potential incidents to management or first aiders.
- Conduct assigned checks with attention to detail, reporting any health & safety, security and presentation issues to the Team Leader or Duty Manager.
- Carry out bag checks, as required.
- Assist with clearing litter, in order to maintain a clean and safe environment.

Sales

- Sell ice cream, programmes and any other items as required, keeping sales areas, as well as stock room areas, tidy.
- Accurately keep stock, handle cash, take card payments and scan vouchers.
- Responsible for correct reconciliation of all sales and stock.
- Assist with stock movement and arrangements.

Other

- Undertake reasonable administration work when required.
- Attend meetings and training sessions as required.
- Carry out any reasonable requests as required by Visitor Experience Management, or Team Leaders.
- Work collaboratively as a team and alongside other departments within the ROH using a positive approach and good communication.
- Actively promote the value of diversity in all work; uphold the ROH values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards.
- Uniform should be worn as detailed in the Visitor Experience dress code.
- On occasion, present flowers on stage – on request.
- Required to work evenings and weekends, including Sundays, when rostered.

Note: This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.

PERSON SPECIFICATION:

Minimum Skills, Knowledge and Experience:

- Commitment to and proven experience of providing excellent customer service to a wide demographic.
- A commitment to providing an inclusive environment to colleagues and visitors.
- Confident in making sales with cash and card and able to accurately reconcile takings and stock.
- Excellent verbal communication skills.
- Able to use technology such as point of sale software, ticket scanners and MS Office and willing to learn new technologies as these are implemented.
- Well-presented, organised, with an eye for detail, excellent time keeping and a record of being reliable.

Other Essential Skills, Knowledge and Experience

- Ability to keep calm under pressure.
- A confident and positive outlook with a solution-focused approach.

Desirable Skills, Knowledge and Experience:

- An interest in performing arts, specifically ballet and opera and a willingness to learn.
- Previous experience of working in a similar customer service environment.

