

LONDON COLISEUM

Front of House Team Member

Candidate Recruitment Pack



Supported using public funding by
**ARTS COUNCIL
ENGLAND**



LONDON COLISEUM

The London Coliseum first opened its doors on 24 December 1904 as the *London Coliseum Theatre of Varieties*. Today, it stands as the largest theatre in London's West End, with 2,359 seats spread across four seating levels.

The theatre is owned by the charitable organisation English National Opera (ENO). All profits from the Coliseum support ENO's mission to make opera accessible and inclusive. The venue proudly hosts ENO's annual London Opera season, running from September to March. Outside of this season, the Coliseum welcomes a diverse range of visiting productions, including performances by English National Ballet and other leading national and international companies.

Working at the London Coliseum means becoming part of a rich and evolving legacy. Every member of our team plays a vital role in creating unforgettable experiences for thousands of audience members each week.



Front of House Team Member

SUMMARY

Our Front of House Team provides a safe and secure site for visitors and staff, ensuring all visitors experience a brilliant and warm welcome through immaculate presentation of public areas and outstanding customer service. Team Members answer any queries or questions, professionally resolve customer issues, and take an active role in the London Coliseum's retail operation.

Reports to

FOH Operations Manager/ Assistant FOH Operations Manager (Commercial) / Duty Manager

Salary

£13.85 per hour

Location

London Coliseum

Hours

Casual

Front of House Team Member

Key Accountabilities

General

- Work collaboratively as a part of the FOH team to ensure tasks are completed efficiently.
- Ensure Front of House areas are well presented, helping the catering and housekeeping teams where necessary. This includes assisting with picking up litter post-show and collecting any lost property.
- Ensure that uniform and appearance are well presented, acting as a face for the ENO and London Coliseum
- Take responsibility for equipment assigned to you, such as radios, earpieces, torches, PDQs and POS machines
- Assist with training new Team Members
- Assist with events and other activities that require additional support

Customer Service

- Usher events as required, scan tickets, provide directional information, and ensure the safety of all audience members during a performance, watching for potential hazards or issues within the auditorium
- Adopt an approachable and welcoming attitude, ensuring all customers are welcomed and able to ask any questions or queries regarding their visit.
- Have a well-informed knowledge of the London Coliseum, upcoming productions, and its policies and procedures, to answer all queries confidently without the need for escalation where possible
- In collaboration with the Access Supervisor, assist customers with additional access requirements and adapt as necessary for their required level of assistance
- Assist with queue management at bars and entry to the auditorium
- Identify possible improvements that will improve customer experience and provide clear and constructive feedback to duty management on improvements to FOH operations

Sales

- Proactively sell ice creams, programmes, merchandise or other items as part of the retail offering for customers at the London Coliseum and assist in the London Coliseum Shop when required
- Ensure all stock is accurately managed and that all sales point procedures are followed
- Maintain high standards of visual merchandising to showcase products and encourage sales
- Actively upsell products where required to optimise sales

Health and Safety

- Understand the London Coliseum's health and safety policies and be confident in the execution of emergency procedures, including evacuation
- Have an awareness of the London Coliseum Safeguarding Policy
- Report any accidents, incidents and/or near misses to the relevant member of staff
- Assist in the conducting of health and safety checks when required, reporting any possible hazards that are discovered which could affect visitors or staff members on site

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Person Specification

Required:

- Experience working in a fast-paced customer service environment
- Disciplined timekeeping skills and first-class presentation
- The ability to work flexible shifts, weekends and evenings on a consistent reliable basis
- Ability to adapt to different work styles depending on audiences and/or the performance
- Confidence under pressure to deliver positive messages, convey house policy and find solutions to problems
- Comfortable providing support to the wider team and working independently
- Proactive and creative approach to work
- Fluency in the English language and excellent communication skills, with a confident ability to engage with both individuals and groups
- Over 18 years old

Desirable:

- Previous employment in a similar large-scale theatre or arts venue and role
- Experience working in a retail or sales environment
- First Aid and Mental Health First Aid trained

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To Apply

- 1) Please send a CV and cover letter/short video detailing your interest and suitability for the role and send to: workwithus@londoncoliseum.org

We would like you to cover the following points in your cover letter:

- Your recent experience working in a fast-paced, customer-facing environment
- Your Sales experience
- The qualities you have that make you a good fit to work in a large team
- Any relevant qualifications or training you have
- Your availability for interview during the first two weeks of August

- 2) Please submit our anonymous [Equality and Diversity Monitoring Form](#).

Please note that all applicants must have the right to work in the UK and be over the age of 18.

Application Deadline

Wednesday 6 August 2025

Interviews

Interview dates are flexible and can be arranged based on candidate availability.

Information



Confidentiality

Confidentiality is so important in this role and our policy is strict. All information concerning staff, patrons and other LCL business, the disclosure of which could be detrimental to the company, must be held in the strictest confidence and may not be divulged to any unauthorised person at any time.

Data Protection

Data Protection and adherence to GDPR is equally important. We therefore require that computer information should only be accessed if this has been authorised and is necessary as part of the postholder's work. You will need to be aware of the GDPR 8 key principals, and the Computer Misuse Act 1990.

Health and Safety

Health and Safety is so important at LCL and we would expect that the postholder will be happy to undertake personal responsibility for safety as will be outlined in the LCL safety policy and the Health and Safety at Work Act 1974.

Equal Opportunities

Equal Opportunities is a given. We will expect the postholder to abide by LCL's policies on Equal Opportunities and Dignity at Work.

Code of Conduct

Code of Conduct is sometimes assumed, but at LCL we will require the postholder to act in accordance with LCL's Code of Conduct whereby everyone shall be treated in a professional and courteous manner with full regard to the avoidance of discrimination, consistent with current equal opportunities employment legislation.



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London Coliseum Limited is a wholly owned subsidiary of English National Opera (ENO) and its profits are used to support the work of the ENO.