

# LONDON COLISEUM

## Front of House Team Member

Candidate Recruitment Pack



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**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 Managers / Duty Manager

### Salary

£14.80 per hour

### Location

London Coliseum

### Hours

Casual

## Front of House Team Member

### Key Responsibilities

#### 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

## Front of House Team Member

### 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
- Availability to work over the Christmas period
- 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

Encore Extras

At LCL, our people play a vital role in helping us create extraordinary encounters with opera and beyond, so it's just as important that we reward people beyond their salary to recognise their contributions.

Your Wellbeing

- **Annual Leave:** 25 days plus Public Holidays
- **Hybrid and flexible working**
- Eye care vouchers
- Enhanced Company Sick Pay
- Enhanced Family Friendly Leave (including Maternity Leave and Paternity Leave)
- Cycle-to-Work Scheme
- **Employee Assistance Programme (EAP)** through Pebble:
  - Confidential support available 24/7, 365 days a year for employees
  - Virtual GP & digital physio
  - Wellbeing portal including videos, podcasts, and factsheets on topics such as sleep, diet and exercise



Your Professional Development

- Annual Professional Development Review to support your personal and career ambitions and achievements
- Opportunities for Sabbatical leave to invest in your learning, wellbeing and career goals



Seeing Our Performances

- Complimentary tickets for ENO and selected London Coliseum performances
- Staff rate for ENO performances
- Complimentary tickets to talks, recitals and behind-the-scenes events



Managing Money

- Salary Sacrifice pension scheme with Natwest Cushon
- Subsidised Staff canteen at the London Coliseum
- Interest-free travel season ticket loans
- Annual pay review
- Discounts across various categories including: Travel, Wellness and Fitness, Electronics, Accessories, Food & Drink and many more through Pebble



“The variety of what we do is amazing, from drinks receptions and garden parties, to opportunities to see performances from Stage, Prompt or the Flies - every day is different and exciting!”

*Please note that some of these extras vary depending on contract type or duration.*

## Front of House Team Member

### To Apply

You can apply for this role on our careers site.

We'll ask you for:

- A copy of your CV
- A cover letter

After reviewing your initial application, we may invite you to answer a few additional questions to help us shortlist candidates for interview.

#### Application Deadline

10am, 29 May 2026

#### Interviews

16 & 17 June 2026

#### Induction

24 June 2026



We're proud to be a Disability Confident Employer. If you'd like to apply through the Disability Confident Guaranteed Interview Scheme or require any reasonable adjustments for the application process, please email [workwithus@londoncoliseum.org](mailto:workwithus@londoncoliseum.org)

## Backstage Secrets to Success

### Read the job description carefully

The job description is your score and every note counts. This will help you understand whether the role is a good fit and what is required, so you can tailor your application effectively.

### Read the application requirements carefully

Before your first act make sure you know your cues and stage directions. Check for any word limits, additional tasks, or submission deadlines.

### Tailor your cover letter

Your cover letter is your aria- your chance to shine. Use this to tell us things that we can't see on your CV for example: why you want to work with us, how our values align with yours, and any transferable skills that make you a great fit for the role.

### Check your application

Before submitting, review spelling and grammar, ensure attachments are included and correctly named, and double-check that your contact details are accurate and up to date. This is not a rehearsal. We repeat, this is not a rehearsal!

### Prepare for your interview

Research the organisation, be ready to discuss experience mentioned on your CV, and think about questions you'd like to ask us. See the interview as a duet where each voice is equally as important.

### Use AI tools mindfully

AI is a brilliant tool that's transforming how we work however, please ensure your application is honest and a true reflection of your experience. You can use AI to check grammar and spelling, improve structure and formatting, research the organisation or rehearse mock interviews but remember when the curtain rises, we want to see the real you in the spotlight.

### Online interviews

If your interview is online, have a technical rehearsal. Check that the link works beforehand and make sure you have a quiet space, a good internet connection with minimal distractions.

### In-person interviews

Confirm who you'll be meeting on the day, check your route in advance, and leave plenty of time in case of travel disruptions. This is your 5-minute call, you have 5 minutes.

### Accessibility

We are an inclusive employer and want to ensure that our process is as accessible as possible. If you have any access requirements, please let us know as soon as possible by emailing us on [workwithus@londoncoliseum.org](mailto:workwithus@londoncoliseum.org) so that we can ensure that the stage is ready for your performance.

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.