

Isle of Wight Council

Job Description



Identifying Facts	
Title of Post: Theatre Assistant	
Directorate: Neighbourhoods	Post No: 45003942
Section: Medina Theatre	Date: April 2022
Responsible to: Duty Manager	

Job Purpose

To ensure the safe, efficient and friendly running of the dept and adhering to all relevant safety and hygiene policies and all licensing laws

Major Tasks

1. Promote equality as an integral part of a role and treat everyone with fairness and dignity.
2. To develop and maintain a generic skill set that allows the Isle of Wight Council to employ your skills, abilities and experience across the Council and its formal partnerships as needed.
3. Ensure when dealing with customer's enquiries, bookings or when serving customers the correct procedures are followed and dealt with in a polite and efficient manner. Unresolved issues to be forwarded to the Duty Manager.
4. Assist with technical work (lighting, sound etc) for productions within the Theatre.
5. Assist with operating and controlling of light and sound equipment for productions preferably.
6. Liaise with administration and reception staff on a regular basis passing on all relevant information and maintain a network of communications.
7. Assist with the day to day routine service and repair to equipment and to ensure that it is kept in a safe working condition as per the operational procedures.
8. Assist with and operate the Theatre booking system if required.
9. Ensure all cash handling and till operation are carried out in accordance to Financial Regulations.
10. Ensure the correct procedure is adhered to when allocating seats.

11. Ensure all customer enquiries and complaints are dealt with in a polite and efficient manner making sure the duty manager is informed of any problems immediately.
12. In accordance with the financial regulations, ensure that the highest standard of security is followed when dealing with sales.
13. Ensure all information stands, poster boards etc for the public are kept stocked and up-to-date.
14. Ensure you have thorough knowledge of the Operation and Emergency Procedure relating to the facility.
15. To keep yourself up-to-date with the Programme of Productions and Films, also any changes.
16. Ability to work to the standard of a quality management system.
17. Smart appearance is essential at all times, wearing uniform, badges etc as supplied by Cultural and Leisure Services.

Generic quality statement: The Isle of Wight Council expects that its staff will adhere to its policies and procedures. All members of staff are expected to be familiar with procedures and undertake appropriate activities to support their learning and development.

Safeguarding - The Isle of Wight Council is committed to safeguarding and promoting the welfare of children and vulnerable adults and operates stringent safer recruitment practices.

Diversity and Equality - All employees are expected to treat others with dignity and respect.

Health and Safety - The Isle of Wight Council has a duty to protect employees and all employees have a duty to protect themselves and others from harm as far as is reasonably practicable.

Data Protection and ICT Security – All employees are required to ensure that any information or data collected or input in to a council system complies with the standards set out and any associated processes that are specific to an area of work.

This job description is correct as at the date given above. In consultation with the postholder it is liable to variation by management to reflect or anticipate changes to the job. As a term of employment the postholder may be required to undertake other duties in this post or, following consultation, any other post in any of the Isle of Wight Council's Directorates.