



JOB PACK FRONT OF HOUSE ASSISTANT



ADRIAN LESTER
COST OF LIVING



TAMSIN GREIG
PEGGY FOR YOU



**MAISIE WILLIAMS
& ZACH WYATT**
I AND YOU



**DANNY SAPANI
& TIFFANY GRAY**
BETWEEN RIVERSIDE AND CRAZY



JOB PACK FRONT OF HOUSE ASSISTANT

OUR MISSION

Welcome to Hampstead Theatre where we champion the original, presenting world-class work on two ever-transforming stages. Since its earliest incarnation in a simple hut over 60 years ago, Hampstead Theatre has always attracted outstanding talent, from Harold Pinter, Mike Leigh, and Tom Stoppard to Nina Raine, Roy Williams and Beth Steel - innovators and original thinkers, every one.

As one of London's leading producing theatres we showcase the very best of what's new; taking pride in the premiere of an astonishing debut, an inventive reimagining of an existing work, or an enthralled first-time audience member. We present plays that are ingenious, surprising and accessible.

Our state-of-the-art home is in North West London, offering West End production values – but with tickets at a fraction of the cost. We believe in thought-provoking stories that are intelligently told, leaving audiences entertained and exhilarated. We're passionate about our work, and we can't wait to share it with you.

WORKING TOWARDS AN INCLUSIVE CULTURE

Hampstead Theatre is committed to reflecting the diversity of contemporary England in the work presented on stage, in the colleagues who work here in whatever capacity and in the audience we welcome. Everybody who engages with Hampstead Theatre should feel able to express their full selves and we take seriously our commitment to removing any barriers, whether visible or invisible, which prevent anyone from doing so.

DISABILITY CONFIDENT EMPLOYER

All d/Deaf and/or disabled candidates who demonstrate they meet the essential criteria in the person specification will be invited for interview.

If you require this job pack in another format (eg large print, audio), please email jobs@hampsteadtheatre.com.

If this application process is not appropriate for you due to your access needs, please contact us to discuss an alternative approach by emailing jobs@hampsteadtheatre.com.





SIMON RUSSELL BEALE
MR FOOTE'S OTHER LEG



RAY FEARON
& CLARENCE SMITH
THE FIRM



MYANNA BURING
ANTHROPOLOGY



HOW TO APPLY

Application deadline: **midday on Thursday 6 November 2025.**

To apply for the position,

1) Email your CV and cover letter to jobs@hampsteadtheatre.com with the reference **FOHA** in the subject line.

In your cover letter, please outline why you are interested in the role and how your skills, knowledge and experience relate to the person specification.

2) Complete the following form:
<https://forms.office.com/e/ViPNAM2fXh>

The form will ask you for your personal details and details of two referees.

3) Complete the personal characteristics form:
<https://forms.office.com/e/TOWTaxA78d>

JOB DESCRIPTION

Job title:
FRONT OF HOUSE ASSISTANT

Reports to:
DEPUTY HEAD OF FRONT OF HOUSE
HEAD OF FRONT OF HOUSE

At Hampstead Theatre, we create progressive, thought provoking and original theatre, working with the best creative talent.

Our team of Front of House Assistants are here to help us ensure that Hampstead Theatre is a safe and inviting space for our audiences. They will ensure everyone feels welcomed, answering queries with knowledge and enthusiasm.

The successful candidate will have excellent customer care skills, previous experience of customer service and/or working in a team and a passion for delivering excellent customer service.

RESPONSIBILITIES INCLUDE:

Customer Service

- Delivering a consistently outstanding customer experience to our audiences and visitors.
- Providing a friendly, welcoming and safe environment for all audience and visitors, proactively engaging to ensure their needs are met.
- Welcoming visitors with access needs.
- Representing the venue to a high standard, having good knowledge of our shows and services we offer.
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CAST OF
ROCK 'N' ROLL



EMILIA FOX
& THEO JAMES
SEX WITH STRANGERS



SHARON D. CLARKE
CAROLINE, OR CHANGE



ROBERT LINDSAY
PRISM

Operations

- Ensuring public areas of the building are clean and presentable.
- Following all operational procedures as directed.
- Monitoring audience behaviour during performances.
- Ensuring all customers have their tickets checked and scanned prior to entering the auditorium.
- Supporting management team in maximising Front of House sales.
- Assisting with the set up and running of events such as Press Nights and Patrons' Evenings, as required.

Health and Safety

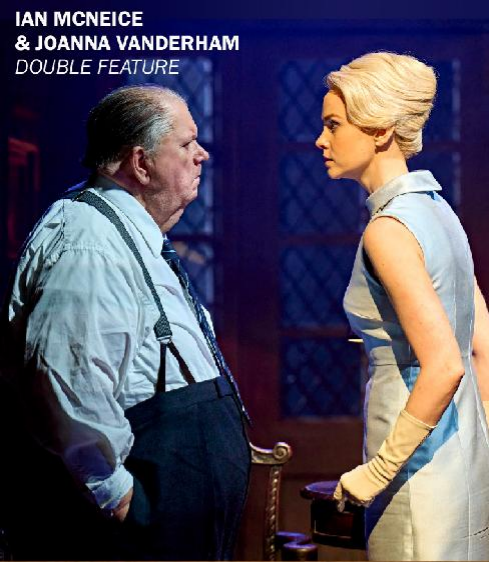
- Following all Health and Safety rules and procedures, especially those relating to the public, including security and fire safety.
- Reporting any hazards to the relevant person.
- Participating in fire drills as required.
- Taking responsibility in emergency situations, such as building evacuations, according to company procedures.

The following responsibilities apply to all Hampstead Theatre staff:

- Participating actively in the life of the theatre.
- Complying with Hampstead Theatre's Diversity, Health & Safety, Environmental Sustainability, GDPR and other policies at all times.
- Carrying out administrative work generated by the above activities.

This job description is a guide to the nature of the work required of this position. It is neither wholly comprehensive nor restrictive and does not form part of the contract of employment.

**IAN MCNEICE
& JOANNA VANDERHAM**
DOUBLE FEATURE



**BAYO GBADAMOSI
& COLIN MORGAN**
GLORIA



**ALEX AUSTIN
& REBECCA HUMPHRIES**
BLACKOUT SONGS



RACHAEL STIRLING
THE DIVINE MRS S



PERSON SPECIFICATION

- Previous experience of customer service and/or working in a team.
- Excellent interpersonal, communication and customer care skills.
- Approachable demeanour and ability to communicate and advocate the work of the theatre.
- A passion for delivering excellent customer service.
- An ability to tailor your approach to meet different demographics and social groups.
- Ability to remain calm whilst working under pressure.
- Flexible, responsive and a team player.
- Strong availability especially for evenings, weekends and holiday periods.
- Undertaking other duties as may be reasonably required.
- Ability to work without supervision and take initiative.
- Able to assist with the safe evacuation of the public.



TERMS & CONDITIONS

Salary: £12.25 per hour, minimum 4-hour shift.

Hours: Due to the nature of the role, Front of House Assistants will be expected to have good availability to fit Hampstead's performance schedule, usually Monday to Saturday evenings with matinees on Thursdays and Saturdays. There are no guaranteed hours under this contract. You will be allocated shifts at least a week in advance, based on your availability. We will endeavour to give you as many shifts as possible.

Holiday: Equivalent to 5.6 weeks' paid holiday a year, calculated based on average weekly hours worked.

Other benefits:

- Complimentary tickets for performances.
- After 13 weeks' service, you will be automatically enrolled in our NOW: Pensions scheme which includes an employer's contribution of 3% on qualifying earnings (where the employee also contributes at least 5% on qualifying earnings).
- Stress counselling helpline.
- 10% discount at Hampstead Theatre's Café Bar.

PRIVACY NOTICE

Hampstead Theatre takes its responsibility for protecting your personal information seriously. Hampstead Theatre's job application process will only request data relevant to verifying the identity of a candidate or determining their suitability for a position.

Access to the information contained within your application will be limited only to individuals administering the recruitment process or individuals shortlisting and/or interviewing. Occasionally, Hampstead Theatre may ask external parties to assist with shortlisting and/or interviewing. On these occasions, Hampstead Theatre will ensure external parties commit to following the same data protection principles as the theatre.

Your application and any correspondence will be kept for up to a year following the closing date before being deleted.

Applying for a position at Hampstead Theatre indicates your consent to your data being processed in the manner described above.

More information can be found here:

<https://www.hampsteadtheatre.com/company/privacy-policy/>