

Citizens Theatre

Job Description

Role: Welcome Team Member
Responsible to: Front of House Manager; Bar & Events Manager

Purpose of the Role:

The Citizens Theatre is a proudly Glaswegian institution – bold, inclusive and rooted in our community. Following the transformation of our Gorbals home, we're welcoming a new generation of artists, audiences and visitors through our doors. As part of our Welcome Team, you'll play a vital role in creating a warm, accessible and safe experience for everyone who comes to the Citz – whether that's for an event or a theatre performance, community activity, or simply stopping by for a coffee.

This is a varied, customer-facing role covering ushering, bar service and event support across our beautifully redeveloped building. Shifts will mostly be available evenings and weekends, with occasional day shifts to support matinee performances, events and community activities.

Responsibilities:

Ushering and audience care

- Provide a friendly, informative welcome to all audiences and visitors
- Check tickets, direct audiences to their seats, and provide up-to-date show and venue information
- Ensure safety and comfort of audiences throughout performances, including responding to any incidents or accessibility needs
- Monitor the auditorium and public areas during events, assisting with evacuation if required
- Support inclusive and accessible experiences for everyone, including patrons with disabilities or additional support needs

Bar & Café Services

- Serve drinks and refreshments at our bars and café with efficiency and enthusiasm
- Operate tills and card machines accurately and responsibly
- Maintain cleanliness and stock levels, following licensing and food hygiene standards
- Promote our menus, merchandise and offers with confidence

Please note: Welcome Team Members who are under the age of 18 or whose religious or personal beliefs prevent them from serving alcohol will not be required to undertake bar shifts. We are committed to creating an inclusive and respectful workplace for all staff and fully support and accommodate staff in these circumstances.

Event support

- Assist with the set up and reset of spaces for a wide variety of events – from public performances to community workshops and private events
- Welcome participants and visitors to our community and learning programmes
- Assist with wayfinding, crowd management and customer queries
- Help maintain a safe, clean and welcoming environment throughout the building

Organisational Commitments:

- Carry out any other tasks required on an ad hoc or continuing basis, commensurate with the general level of responsibility of the post

- Drive change through action and words that advocate inclusion and equality, creating a culture that recognises and celebrates diversity
- Be accountable for yourself and others, in line with our Health & Safety and Safeguarding Policies
- Create a positive working environment, underpinned by the organisation's values
- Deliver a warm welcome and excellent customer service to all audience and visitors to the Citz
- Contribute to activities that support income generation and fundraising
- Contribute to our environmental sustainability goals
- Undertake relevant training and development as required

This job description is intended as a guide to the general duties and responsibilities of the role and does not form part of your contract of employment. These duties may be reviewed from time to time to meet the needs of the business. The Citizens Theatre is going through a significant period of change as we return to our building following six years of displacement, and so we will inevitably change as we grow and develop over the coming years. All staff will be required to show a flexible approach to this process, which may involve revisions around job descriptions, titles, roles and departmental structures. Any significant changes will be discussed with you in advance.

Person Specification:

Essential

- Friendly, sociable and enjoy meeting new people and having new experiences
- Desire to work in hospitality and events – no experience needed as you will be given full training, however any experience is a plus
- Passionate about working with the public and providing great customer service
- Strong communication skills and ability to work in a team
- Able to handle and resolve feedback from customers
- Calm under pressure, with a flexible and proactive attitude
- Availability to work evenings and weekends
- Commitment to inclusivity, accessibility and community values

Desirable

- Experience in a similar customer-facing, hospitality or cultural role
- Confidence working in a busy bar or café setting
- Interest in theatre, live performance or the arts more broadly
- Experience supporting accessible services (e.g. BSL, audio description, relaxed performances)

Everyone is welcome at the Citizens Theatre, and we want our staff team to reflect our vibrant Glasgow community. We particularly welcome applications from people of the Global Majority, people who are disabled, neurodivergent and people who are currently underrepresented in our industry.

Terms & Conditions

Pay:	£12.60 per hour – in line with Real Living Wage
Employment Type:	Casual / Part-Time (zero hours contract)
Hours:	Shifts offered on a rota basis, typically during performance times (evenings and weekends) as well as daytime hours for events and matinees.
Overtime:	No overtime payments are available.
Holiday:	Pro-rata annual leave calculated in line with statutory entitlement for casual or part-time workers
Probation:	One month
Notice period:	1 weeks during probation; 2 weeks thereafter
Uniform:	Staff will be required to wear Citizens Theatre-branded attire or follow dress code guidelines appropriate to public-facing roles
Location:	Citizens Theatre, 119 Gorbals Street, Glasgow, G5 9DS

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- Training and development opportunities

How to Apply**Register for our open recruitment sessions**

Please [complete this short form](#) to register for a recruitment session. A variety of session dates and times are available from w/c 21 July. At the session, you'll have a chance to meet the team, learn more about the role, and have a short interview. Please also complete our Equal Opportunities Monitoring Form as outlined below.

Right to Work in the UK- We ask that you bring along proof of your right to work in the UK for our recruitment sessions, please see [Right to Work Acceptable Documents](#).

As part of the recruitment process Citizens Theatre collects and processes data relating to job applicants. We are committed to being transparent about how and why we collect, use and keep personal data secure. Please see the [Citizens Theatre Privacy Policy](#) on the website for full details.

The Equal Opportunities Monitoring Form will only be seen by our administrative processing team and will not be passed on to the person(s) preparing the shortlist. Your data will be kept secure and will only be used in anonymous form and in aggregate for analysis and reporting to stakeholders.

Please complete the Equal Opportunities Monitoring Form online: [Equal Opportunities Form](#).

If you require an alternative way to make your application, please contact recruitment@citiz.co.uk to discuss a suitable format.

If you have any questions, please contact recruitment@citiz.co.uk and your query will be directed to the appropriate person.

Deadline for registration: 12 noon, 20 July

Thank you for your interest in the Citizens Theatre and we look forward to hearing from you.