

Applicant Ref: 26LT05____
(Office use only)

LYRIC

APPLICATION FORM CUSTOMER SERVICE AGENT

Thank you for your interest in this position. To apply, please complete this Application Form, and the separate Equal Opportunities Monitoring Form.

Please submit a completed Application form by email to recruitment@lyrictheatre.co.uk with reference 26LT05. This vacancy is being recruited on a rolling basis, with applications being reviewed as and when they are received until all vacancies have been filled.

The Equal Opportunities Form can be submitted online by clicking here
<https://forms.office.com/e/nzfVg9wAe5>

Interviews will be offered to suitable candidates following review of their application, with successful candidates offered the opportunity to start as soon as possible.

APPLICANTS, PLEASE NOTE

- Each section (1-7) of this Application Form must be fully completed.
- Applicants should particularly note the contents of the Job Description and demonstrate on their Application Form how they meet the criteria.
- The decision to shortlist will be based solely on the information you provide in this Application Form.
- Only applications containing all the information which has been sought will be considered.
- CVs will not be considered.
- Canvassing will disqualify.
- We will acknowledge receipt of Applications.
- We are planning face to face interviews at The Lyric Theatre. Should this not be possible, interviews will take place via Zoom.

The Lyric Theatre is an Equal Opportunities Employer

We particularly welcome applications from People of the Global Majority, disabled and LGBTQI+ candidates who are under-represented across the sector.

- **The Lyric Theatre is an Equal Opportunities Employer**
We particularly welcome applications from People of the Global Majority, disabled and LGBTQI+ candidates who are under-represented across the sector.
- **Guaranteed Interview Scheme:**
We are committed to fostering an inclusive workplace and actively supporting under-represented groups. If you identify as disabled and meet **all essential criteria** for this role, you may request to be considered under our Guaranteed Interview Scheme, and we will guarantee you an interview. Please indicate this on your application form.

Please note: this scheme guarantees an interview only — all appointments are made strictly on merit.

Section 1: PERSONAL DETAILS

a) Just some basic bits to make sure we can contact you about progressing your application.

Surname	
Forename:	
Title:	
Home Address:	
Tel Number (Daytime):	
Email Address:	
Current Employer (If applicable)	

Section 2: EMPLOYMENT AND VOLUNTARY EXPERIENCE

If you have an employment history, please share it with us, including any voluntary positions relevant to the Job Description.

Dates From/To (Month/Year)	Name and Address of Employer	Role Title; Key Responsibilities and Achievements

Section 3: TRAINING AND QUALIFICATIONS

Please give details of any other qualifications, training or courses that might be relevant to the Job. Please note that we are not asking for a list of qualifications gained at school, or in further education, other than those required under the Essential Criteria below. We are asking for information you want to share about experience as relevant to the Job Description.

Dates From/To (Month/Year)	Training Provider	Qualifications or certificates (if any), or Brief Description

Section 4: ESSENTIAL CRITERIA (AND DESIRABLE, IF APPLICABLE)

Please give us some detail explaining how you meet each of the criteria. Dates and specific examples would be super helpful.

Essential Criteria – Please demonstrate by providing evidence and examples of the following:

1. Education and Experience

- Secondary School education.
- Minimum 6 months paid relevant experience of working in a customer-oriented environment.
- Experience of using EPOS systems or similar software
- Cash handling experience;

2. Availability

- Availability to work evenings and week-ends as scheduled.

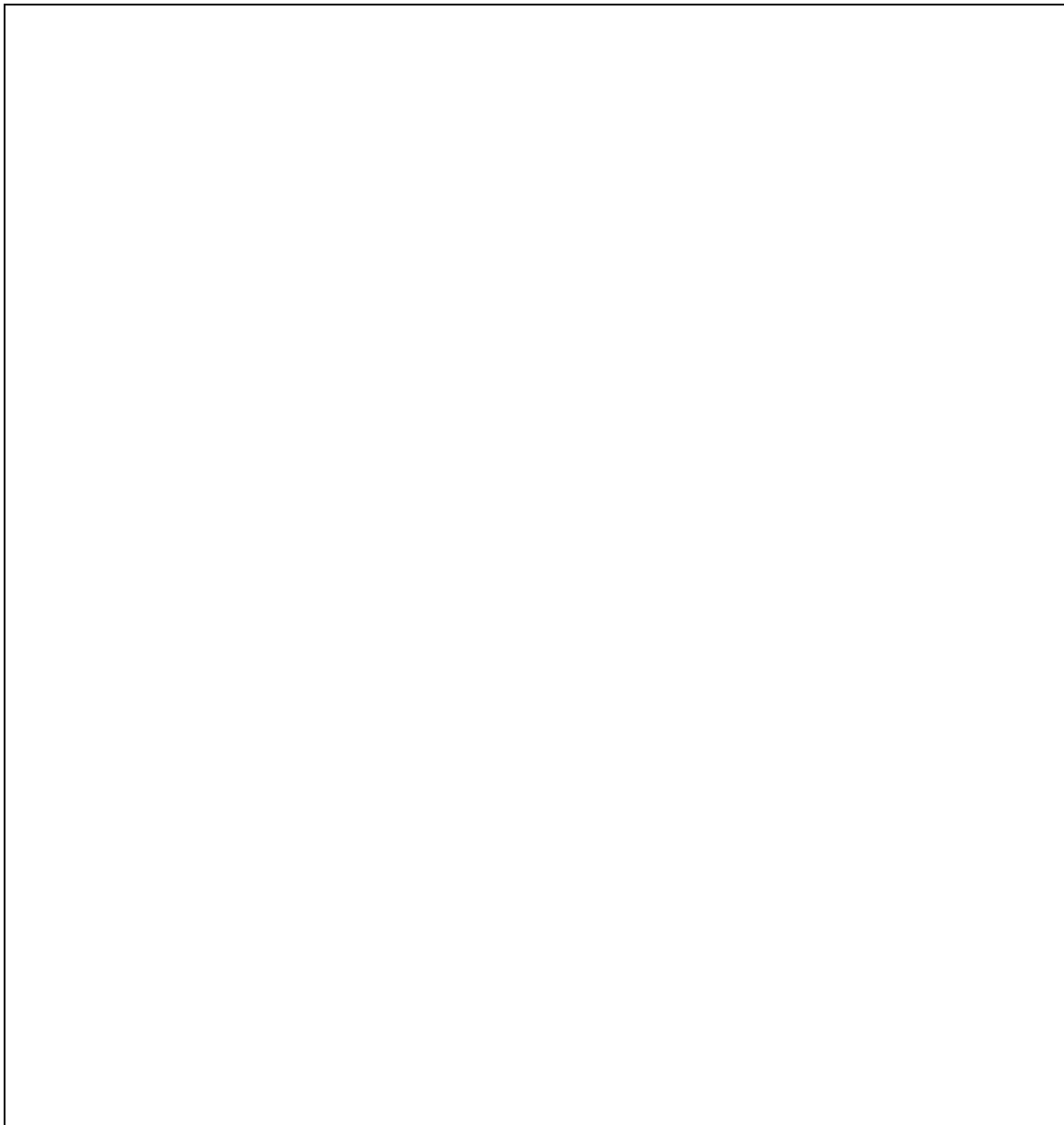
3. Skills

- Ability to work effectively on your own and as part of a team.
- Excellent personal presentation.
- The ability to proactively engage with members of the public for the purpose of selling and imparting information about the Lyric Theatre and its programme of events.

LYRIC

Desirable Criteria – Please demonstrate by providing evidence and examples of the following (if applicable):

- 5 GCSEs at Grade C or above (or equivalent) or NVQ Level 2 (or equivalent) in a relevant subject. Or higher-level educational qualification.
- Experience of working in an arts and/or theatre venue.
- Experience of front of house/ushering.
- Experience of bar work.
- Experience of working in corporate events;
- A demonstrable interest in theatre or arts.

A large empty rectangular box with a thin black border, intended for the applicant to provide evidence and examples for the criteria listed above.

Section 5: REFERENCES

Please provide details for **two referees** (not relatives) at least one of whom should be familiar with your current or most recent work and hold a supervisory or managerial position.

Please note: Referees will only be contacted **after you have accepted a conditional offer of employment**, and only once you have confirmed we may proceed.

Name:		Name:	
Job Title:		Job Title:	
Company / Organisation:		Company / Organisation:	
Address:		Address:	
Postcode:		Postcode:	
Daytime Telephone No: (Please Include dialling code)		Daytime Telephone No: (Please Include dialling code)	
Email address:		Email address:	

Please Note: Whilst the information provided in this application will be treated as confidential, applicants should be aware that, in certain legal proceedings, the organisation may be required to disclose this form to certain statutory bodies or as part of an open tribunal process.

Section 6: ADDITIONAL INFORMATION

Do you have the right to work in the UK?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Do you require any reasonable adjustments to support you during the application or interview process (If yes, please specify below)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Is there any reason you cannot work in regulated activity with children or adults at risk? (If yes, please specify below)	<input type="checkbox"/> Yes <input type="checkbox"/> No
Guaranteed Interview Scheme Do you wish to be considered under the Guaranteed Interview Scheme <i>(for disabled applicants who meet all essential criteria)</i> ?	<input type="checkbox"/> Yes <input type="checkbox"/> No
<i>If yes, please confirm:</i> <input type="checkbox"/> I confirm that I identify as disabled and meet all essential criteria for this role.	
Please note: Any offer of employment is subject to an appropriate pre-employment checks, including right-to-work verification and, where required, an Access NI check.	

Section 7:

DECLARATION

I confirm that the information provided in this application is truthful and accurate. I have not omitted any facts that could affect my suitability for employment. I understand that any false or misleading statements may result in the withdrawal of an offer or termination of employment.

I acknowledge that any offer of employment is subject to the provision of valid documentary evidence confirming my legal right to work in the UK and receipt of satisfactory references..

I expressly consent to the processing of my personal data contained within this form for the purpose of assessing my suitability for the post. I understand that this data may also form the basis of any subsequent personnel record and will be processed in accordance with applicable data protection laws, including the UK General Data Protection Regulation (UK GDPR).

Signed: _____

Print Name: _____

Date: _____

Data Protection Statement

The Lyric Theatre will process the personal data you provide in this application form in accordance with its Privacy Notice for Job Applicants, which is included in your recruitment pack. Your personal data will only be processed where there is a lawful basis to do so, in compliance with applicable data protection legislation.