



LYRIC

Customer Service Agent

Job Description & Application Information

Who We Are

The Lyric Theatre enjoys a special place within Northern Ireland's artistic landscape. As a prolific production house, the Lyric is the beating cultural heart of Northern Ireland – inspiring and entertaining audiences with both new and established plays and helping to launch the careers of some of our most famous actors, directors, and playwrights. The Lyric is a playhouse for all. We are a shared civic space for artists and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the critical role of the arts in society.

As Northern Ireland's only full-time producing theatre, each year we produce up to 9 full-scale productions. We also receive visiting work from touring companies. We stage some 400 performances each year and are the largest employer of theatre practitioners in Northern Ireland. Our modern theatre opened in 2011 and consists of the 390-seat main stage and the 124-seat flexible Naughton Studio. In recent years, the theatre won 4 Irish Theatre Awards, was voted NI's most welcoming theatre, staged co-productions with the Abbey Theatre, Soho Theatre and the Dublin Theatre Festival and toured to New York, London, Glasgow, and Dublin. In 2022, we won Best Play Revival for *Translations* with Abbey Theatre at the UK Theatre Awards, in addition to our Creative Learning department winning Excellence in Arts Education. In 2023 we won Theatre of the Year at The Stage Awards, and Business Contribution to the LGBTQIA+ Community at the GNI Mag Awards.

There are two group companies. Lyric Theatre NI (The parent company) is a company limited by guarantee and a registered charity and is also the owner and operator of the theatre and the primary recipient of grant funding. Lyric Players Theatre Productions Limited is a wholly owned subsidiary of Lyric Theatre NI and is responsible for producing professional theatre productions and the operation of food and beverage operations within the theatre. The combined turnover of the two companies is in excess of £4.5million and employ more than 100 employees. For more information on the Lyric Theatre, visit www.lyrictheatre.co.uk.

Our Mission

We are a shared civic space for artists, arts workers, and audiences alike; a creative hub for theatre-making, nurturing talent and promoting the role of the arts in society. Our mission is to *create, entertain, and inspire*.

Our Values

We are welcoming: The Lyric Theatre is an inclusive and accessible space for all: a creative place to play, learn, question, and explore.

We are nurturing: Our goal is to galvanise, and empower all those who work in the arts, whilst nurturing new generations of talent through the Lyric Drama Studio and our Creative Learning and New Artist programmes.

We inspire and entertain: We aim to provide theatrical experiences that entertain and inspire; challenging audiences to explore their own and other stories.



Job Description

Job Title

Customer Service Agent

Location

Lyric Theatre, Belfast.

Salary

National Living Wage, paid weekly in arrears.

Contract

A range of Zero-Hour & Part-time contracts available

Probation

6 months.

Annual Leave

Holidays accrued at a rate of 12.07% of each hour worked.

Reporting To

Customer Service Management Team.

Working Hours

Shifts will take place across 7 days and will include evenings and weekends.

Hours are allocated in accordance with the needs of the business, usually between 9am and midnight. The theatre is open seven days of the week. Evening, weekend work, and bank holidays are an inherent part of this job.

Purpose of the Post

Customer Service Agents are essential for the delivery of excellent customer service at the theatre and will be expected to demonstrate the highest possible standards of service to audiences and customers. The job will include café and bar service; kiosk service; hosting and ushering including welcoming and seating guests attending performances and events; promoting the sale of performance and merchandise; assisting with the set-up, delivery and breakdown of service and events; and cleaning and preparation of food service and other FOH areas.

Benefits

We provide all the standard entitlements like an employer-contributed pension and statutory pay for sickness, maternity, and paternity leave, but we also have some extras:

- Access to a free, confidential counselling service through our Employment Assistance Programme.
- Free daily beverage from our Cafe.
- Discounted food from our café/bar.
- Comp ticket allowance for Lyric productions.
- Free period products in all bathrooms.
- Sales incentive programme for Front of house staffs.

There are a range of other elements that make the Lyric a unique and enjoyable place to work:

- **Beautiful environment:** Enjoy breaks on our exclusive River Terrace.
- **Prestigious theatre:** Work with well-respected and talented theatre professionals in a multi-award-winning theatre known for high-quality productions.
- **Commitment to wellbeing:** Access to Mental Health First Aiders and a supportive work environment.
- **Inclusive culture:** We've rolled out initiatives like being breastfeeding-friendly, providing free period products in our bathrooms, participating in Belfast Pride, and providing BSL training.
- **Staff involvement:** Engage through Staff Council and Suggestion Box.

Main Duties and Responsibilities

Café Bar

- Prepare and sell alcoholic and non-alcoholic beverages including encouraging customers to order interval drinks;
- Take and serve accurate food and drinks orders from customers;
- Corporate and private event staffing;
- Prepare speciality coffees – barista experience preferential although full training can be given;
- Basic food preparation including cooking and cooling;
- Set up and close of service areas in anticipation of café/bar service. This includes ensuring that service areas are routinely cleaned and that standards of hygiene are maintained in accordance with the Lyric's Health and Safety Policies.
- Helping to keep storerooms in an orderly, clean, and well-organised state, including managing daily deliveries and assisting with stocktakes when required;
- Any other relevant duties and responsibilities as may from time to time be reasonably required by the Customer Service team.

Host/Usher

- Greeting customers in a warm, engaging, and friendly manner, directing them accordingly and electronically scanning their tickets;
- Ensuring the customers are comfortably seated and taking initiative to solve seating issues when appropriate, referring issues to the Duty Supervisor when necessary;
- Enforcing policies on smoking, the use of cameras, mobiles phones and latecomers;
- Bidding customers farewell at the end of the performance and giving out appropriate publicity material for future shows;
- Staying informed about the shows currently in rotation to provide accurate information for our patrons;
- Upselling kiosk items such as confectionery, merchandise and programmes.
- Assisting patrons with accessibility requirements ensuring that their needs are met, including assisting patrons in using the various technical aids available



Main Duties and Responsibilities

General Duties

- Being able to work as a member of a proactive and productive team. Maintaining excellent communication with staff & customers.
- Being vigilant to prevent accidents or incidents that might cause injury or harm to customers, visitors or staff;
- Reporting any repairs and maintenance issues to your line manager;
- Being knowledgeable about and adhering to the Lyric's Customer Service Policy;
- Being knowledgeable and enthusiastic about the theatre, its facilities, policies, procedures, and programme; providing accurate information as required;
- Pro-actively promoting and selling confectionery, drinks, ice cream, programmes, merchandise, and other items as appropriate;
- Being honest and accurate in the handling of cash and stock; reporting cash and stock discrepancies to the Supervisor on duty;
- Being flexible and reliable and a good timekeeper;
- Meeting the needs of customers with disabilities and those with limited mobility, in accordance with the provisions of the Disability Discrimination Act;
- When appropriate, holding friendly conversations with customers - making them always feel welcome;
- Having a commitment to carry out duties in the best interests of the Lyric Theatre, its customers, sponsors, artistes, and others, adopting and ensuring the highest standards of customer service at all times;
- Setting up, preparing, and clearing of function rooms;
- Attending and participating in appropriate training courses.

This list is for guidance only and is not exhaustive. The post holder will also be required to carry out other reasonable duties as required by their line manager.



Personnel Specification

Applicants must be well presented and be able to demonstrate the following qualities:

Essential Criteria

- Secondary School education.
- Minimum 6 months paid relevant experience of working in a customer-oriented environment.
- Ability to work effectively on your own and as part of a team.
- Excellent personal presentation.
- Availability to work evenings and week-ends as scheduled.
- Experience of using EPOS systems or similar software
- Cash handling experience;
- 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.

Desirable Criteria

- 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;

Personal Qualities

Successful applicants will be able to demonstrate the following qualities:

1. Strong inter-personal skills, with excellent verbal communication skills;
2. An enthusiastic and flexible approach to work;
3. A natural problem solver with the ability to multi-task and prioritise;
4. Experience & ability to stand for long periods of time, repetition, lifting, bending, and reaching.

How to Apply

Please complete and submit our **Application Form**, available on our [website here](#), quoting the reference 26LT05 in the subject heading, to recruitment@lyrictheatre.co.uk.

You must also complete our **Equal Opportunities Monitoring Form** by clicking here - <https://forms.office.com/e/nzfVg9wAe5> and entering the same reference 26LT05.

Failure to complete and submit an application form that demonstrates how you meet the criteria will result in your application being disqualified. Canvassing will disqualify.

Closing Date

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.

Accessibility

If you require the application in a more accessible format or would like to discuss your application further, please contact recruitment@lyrictheatre.co.uk as soon as possible. We will endeavour to assist with your requests.

Shortlisting

Only those applicants who appear, from the information provided, to be the most suitable in terms of the selection criteria may be called for interview. It is the applicant's responsibility to demonstrate clearly in their application **how** they satisfy the published selection criteria. It is essential that applicants provide evidence of **how** they meet the selection criteria, giving examples and specifying exact dates as appropriate. All applications for employment are considered strictly based on merit.

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 guarantees an interview, not a job offer. All appointments are made on merit.

Interviews

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

Disclosure

1. If you are successful after shortlisting, depending on whether you will be working with children and/or vulnerable adults, you will be required to undergo an ACCESS NI check.
2. If you are required to undergo an Access NI check, a copy of their Code of Practice will be made available to you.
3. You will also be required to disclose any unspent criminal convictions as defined by The Safeguarding Vulnerable Groups NI Order 2007 & The Rehabilitation of Offenders (NI) Order 1978. The Lyric theatre has a policy on the Recruitment of Ex-Offenders which can also be made available to you.
4. Disclosure of a criminal record will not necessarily be a bar to obtaining the position within the Lyric theatre. You will, however, be asked to disclose if there is any reason why you cannot work in regulated activity with children or vulnerable adults.

The Lyric Theatre is an Equal Opportunities Employer.

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

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