

MAY MCFETTRIDGE
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SAT 29 NOV 2025-
SUN 11 JAN 2026

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**CANDIDATE
INFORMATION
PACK**

Theatre Host - Pantomime
Closing Date: noon 28 October 25

**GRAND
OPERA
HOUSE**



Thank you for your interest in joining the Front of House team at Belfast's Grand Opera House for our Pantomime and festive season.

We are a hardworking, close-knit team, made up of people with a real passion for live theatre, customer service, and our beautiful and historically rich venue which attracts over 300,000 theatregoers each year.

As Northern Ireland's Premier Theatre, we are proud to present an unrivalled programme of drama, musicals (many direct from the West End), opera, comedy, and one of the most successful pantomimes in the UK and Ireland which brings around 76,000 people through the Theatre's doors every festive season.

The Theatre, which opened in December 1895, benefited from a £12.2 million restoration and development project in 2020/21, the most extensive work undertaken since the Grand Opera House was rescued from demolition in the mid-1970s, restored and reopened in 1980. As well as returning the auditorium to its original and opulent splendour, developing our front of houses spaces and bars, the first-ever heritage exhibition celebrating 125 years of the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

Our Pantomime is a fun and hugely exciting event in the Theatre's calendar and I wish you every success with your application.

Ian Wilson
Chief Executive



Working at the Grand Opera House

Working at the Grand Opera House is a unique experience, especially over our Pantomime and festive season. Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime and our pantomime gives us lots of opportunities to do just that.

If you love theatre and are passionate about helping the Grand Opera House realise its ambitions this Pantomime season, we'd love to hear from you.

Job Description

Theatre Hosts are at the forefront of the Grand Opera Houses's Front of House experience, welcoming visitors and audiences to performances and events. They deal with customer enquiries, check tickets, seat customers and sell programmes, merchandise and interval refreshments, and provide general information about the Theatre and its programme. Theatre Hosts ensure that customers have the best possible experience by providing an exemplary level of customer service.

Key Responsibilities

Main Duties: Customer Service

- Provide a warm, friendly and professional welcome to all customers and visitors
- Usher shows, check tickets, seat customers and monitor audience safety during performances
- Assist customers with any additional access requirements
- Provide an excellent level of customer service and ensure customer enquiries are dealt with effectively and promptly
- Resolve customer complaints and seating issues, and refer unresolved complaints to the House Management Team
- Provide customers with accurate information about the Theatre's history and heritage and forthcoming shows to help convert interest into sales
- Promote and sell show programmes, merchandise, interval orders and refreshments
- Handle money and stock accurately, reconcile floats, operate tills and escalate any discrepancies to the House Management Team
- Ensure all front of house areas are clean, tidy and well presented at all times and complete service checklists
- Ensure all front of house areas are fully stocked at the start and end of each shift and stock is replenished when required
- Comply with the Theatre's uniform policy at all times
- Provide support for the Theatre's House Management and Bars and Food Management teams as and when required

Health & Safety

- Assist the House Management Team with the implementation of the Theatre's emergency evacuation and invacuation procedures if required



- Assist customers with any additional access requirements in the event of an emergency evacuation
- Be vigilant in order to prevent accidents or incidents that might cause injury or harm to customers or staff and report all accidents, incidents or near misses to the House Management Team
- Escalate any hazards, maintenance issues or faulty equipment to the House Management Team
- Be responsible for personal safety and ensure that the Theatre's Health and Safety policies, procedures and safe working practices are adhered to at all times.

This is not an exhaustive list and other duties will arise that Theatre Hosts will be expected to deliver. All staff are required to be professional, co-operative and flexible in line with the needs of the post and the Theatre.

Person Specification

Theatre Hosts are friendly, confident and approachable individuals with a desire and commitment to provide an exemplary level of customer service. Theatre Hosts are at the forefront of the Grand Opera House's Front of House experience and therefore candidates must be able to demonstrate experience of dealing with customers confidently face to face, resolving customer queries and an ability to deliver sales.

Essential Experience

- A minimum of six months' recent paid work experience in a customer service role, dealing with customers face to face in a busy retail or hospitality environment
- Experience of delivering sales, accurate cash-handling, and till transactions in a busy customer environment

Essential Skills, Knowledge and Abilities

- Excellent interpersonal and communication skills and the demonstrable commitment to providing an exemplary level of customer service
- Good numeracy/mental arithmetic skills to enable accurate cash handling
- Ability and confidence to proactively sell to customers
- Ability to work effectively as part of a team and support colleagues
- Ability to remain calm under pressure, prioritise tasks and think on your feet
- An understanding of Health & Safety regulations in a customer facing environment/venue
- Ability to work afternoons during the week Monday to Friday is essential as well as evenings and weekends

Terms and Conditions

The Theatre Host wage is **£12.21 per hour** and work will be offered 17.5hrs (ie. 5 shifts) or 21hrs (ie. 6 shifts) a week for a fixed term period from week commencing **17 November 2025 until Saturday 17 January 2026** (9 weeks).

Double time is payable for work on Sundays and recognised Bank Holidays.

A comprehensive induction and training programme will be provided weeks commencing 17 and 24 November and successful applicants must make themselves available to attend these training sessions

Shifts are rota'd across seven days of the week and candidates must be flexible and **must be available to work at least three afternoons Tuesday to Sunday for matinee shifts, as well as at least three evening shifts between 1 December and 10 January 2026.** Additional hours may also be available during the Pantomime run. Annual leave accrued during this fixed term period will be taken week commencing 12 January 2026.

A standard shift normally lasts 3.5hrs and a matinee shift will start at around 12.00/12.30pm and an evening shift around 5.30/6.00 pm. The length and timing of shifts may vary slightly as they are determined by the Pantomime performance schedule.

The Grand Opera House Trust is an Equal Opportunities Employer and all applications for employment are considered strictly based on merit.

Disclosures

The Grand Opera House will seek confirmation that the successful applicant has the right to work in the UK. Any offer of employment will be made subject to verification of the right to work in the UK, receipt of satisfactory references and a satisfactory Access NI Disclosure.

Having a criminal record will not necessarily debar you from working for the Grand Opera House Trust. This will depend on the nature of the position, together with the circumstances and background of your offences or other information contained on a disclosure certificate or provided directly to us by the Police Service of Northern Ireland. The Grand Opera House's policy on the recruitment of ex-offenders is available on request from recruitment@goh.co.uk.

Applications Process and Timetable

Please complete the online application and monitoring form which is available on the Theatre's website before **noon on Tuesday 28 October 2025** on the following link; [Careers | Grand Opera House \(goh.co.uk\)](https://goh.co.uk/careers)

If you require any reasonable adjustments to support submitting an online application, please contact us at recruitment@goh.co.uk.

CVs will not be accepted directly or through referral by a recruitment agency.

It is expected that assessment for these roles will be held week commencing Monday 3 November 25.

Online Application Form

It is important to note that once you start our online application form you will need to fully complete it. You will not be able to save the form and come back to it at a later stage. Therefore, we would encourage you to prepare your answers, in advance of starting to complete the online application.

The online form is split into six sections, personal details, education and training, employment, further information, declaration and monitoring.

So please make sure you have all your personal details at hand including your national insurance number, as well as details and dates of your educational qualifications and employment history before you start.



Within the Employment Section you will be able to ask to explain how your work experience is relevant to this vacancy. It is important to make sure you provide sufficient details about your work experience to enable us to assess whether your work experience to date meets the essential experience criteria for this role;

Essential Experience

- A minimum of six months' recent paid work experience in a customer service role, dealing with customers face to face in a busy environment

Within the further information section you will be asked to provide specific examples to demonstrate some of the key skills and experience required for this role. Failure to provide sufficient information or detail in this section may mean that we are unable to determine whether you meet the essential criteria and therefore your application will not be shortlisted.

For the Panto Theatre Host role the questions in the further information section are as follows;

1. Please provide examples below to demonstrate your experience of delivering sales, upselling, accurate cash-handling and till transactions in a busy customer environment (Max characters: 2000)
2. Please provide examples below to demonstrate your commitment to delivering exemplary levels of customer service (Max characters: 2000)
3. Please provide examples below to demonstrate your ability to work effectively as part of a team in a busy customer facing environment. (Max characters: 2000)

Good luck with your application and thank you for your interest in working at the Theatre.

