



CANDIDATE INFORMATION PACK

Theatre Host (part time)

Closing date: noon Mon 27 April 26

**GRAND
OPERA
HOUSE**

Thank you for your interest in joining the team at Belfast's Grand Opera House.

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 76,000 people through the doors every Festive Season. The Theatre's Studio, with 125 seats, is an adaptable space which showcases the work of local writers, artistes and producers. Beyond the work on our stages, we deliver an award-winning Creative Learning Programme which, through our performance programme and colourful heritage and history, connects the Grand Opera House with communities, and schools and colleges throughout Northern Ireland through a range of exciting workshops and events.

The Theatre, which opened in December 1895, has recently benefited from a £12.2 million restoration and development project, 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, the first-ever heritage exhibition celebrating 130 years of the Theatre's rich and colourful history, has also been installed as part of the restoration and development programme.

This is an exciting time to be joining the Grand Opera House, and I wish you every success with your application.

Ian Wilson
Chief Executive



Working at the Grand Opera House

Whether you are a Technician or Box Office Assistant, Housekeeper or Theatre Host, working at the Grand Opera House is a unique experience.

This is partly because the Theatre's core product changes almost every week outside of the six-week pantomime season. The Grand Opera House's programme moves from West End musical to gripping drama to stunning opera in successive weeks which means working in a fast-paced, constantly changing, and richly diverse environment.

It's also because everyone who works at the iconic Grand Opera House is a custodian of one of the best-loved and most stunning buildings in Northern Ireland, which has a history as rich and fascinating as the design of its famous auditorium. Few people can say they work in a venue that has been graced by a galaxy of stars including entertainers like Charlie Chaplin, Laurel & Hardy and Morecambe and Wise; actors like Laurence Olivier, Sarah Bernhardt and Ian McKellen; opera singers such as Lesley Garrett, Nellie Melba and Luciano Pavarotti; ballet dancers including Darcey Bussell, Sylvie Guillem and Carlos Acosta; comedians like Rowan Atkinson, Steve Coogan and Victoria Wood; and film stars including Orson Welles, Roger Moore and Anthony Hopkins.

The Grand Opera House is one of the largest employers in Northern Ireland's arts sector, and roles at the Theatre cover many different disciplines; from technicians who work behind the scenes on stage and administrative staff who work in the Theatre's offices, to front-of-house hosts and tour guides, and our award-winning Creative Learning team. Whatever the job title, Grand Opera House staff share the common goal of creating unforgettable experiences for theatregoers and making memories that last a lifetime.

The Grand Opera House has charitable status and is governed by a Board of Trustees who work closely with the Chief Executive in overseeing the management and long-term strategies and objectives of the Theatre.

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

Job Description

Theatre Hosts are at the forefront of the Grand Opera House'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 and event, 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 Events Management teams as and when required

Health & Safety

- Assist the House Management Team with the implementation of the Theatre's emergency invacuation and evacuation procedures if required, directly patrons confidently and safely
- Assist customers with any additional access requirements in the event of an emergency invacuation or 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 facing role in a busy retail or hospitality environment.
- Experience of delivering sales, accurate cash-handling, and till transactions in a busy customer facing 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 and reconciliation
- 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
- A keen interest in the Arts and the Theatre
- Ability to work afternoons and evenings during the week and at weekends is essential

Terms and Conditions

The Theatre Host wage is £12.71 per hour and we have a number of part-time contracts available for a minimum of 10.5 hours a week (ie. 3 x 3.5hr shifts). Additional hours may also be available during busy weeks in the Theatre, but these hours are not guaranteed.

Shifts are rota'd across seven days of the week and candidates must be flexible and available to work afternoons, evenings and weekends. A standard Theatre Host shift would normally be 3.5hrs starting at 6.00pm for an evening performance and 1.00pm for a matinee performance however, the length and timing of shifts may vary as they are determined by the Theatre's performance schedule.

Candidates must have some availability to work Wednesday, Thursday and Saturday afternoons to support the Theatre's matinee performances as well as evenings Monday to Saturday.

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

Location: Grand Opera House, Great Victoria Street, Belfast.

Probationary Period: the first six months following appointment will be probationary.

The successful candidate will also receive:

- Annual leave allowance of 20 days with 11 statutory holidays (pro rata'd)
- Access to a free and confidential Employee Support Programme
- Auto enrollment in pension scheme with employer contribution
- A comprehensive induction and training and wellbeing programme

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 application and monitoring form and return it to recruitment@goh.co.uk before **noon on Monday 27 April 2026**. Incomplete application forms or application forms received after this date will not be accepted. CVs will not be accepted directly or through referral by a recruitment agency.

The application form is available on the following link- [Careers | Grand Opera House \(goh.co.uk\)](https://www.goh.co.uk/careers)

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

It is expected that assessment for these roles will be held on Friday 1 May 2026.

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 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.