



NOTES

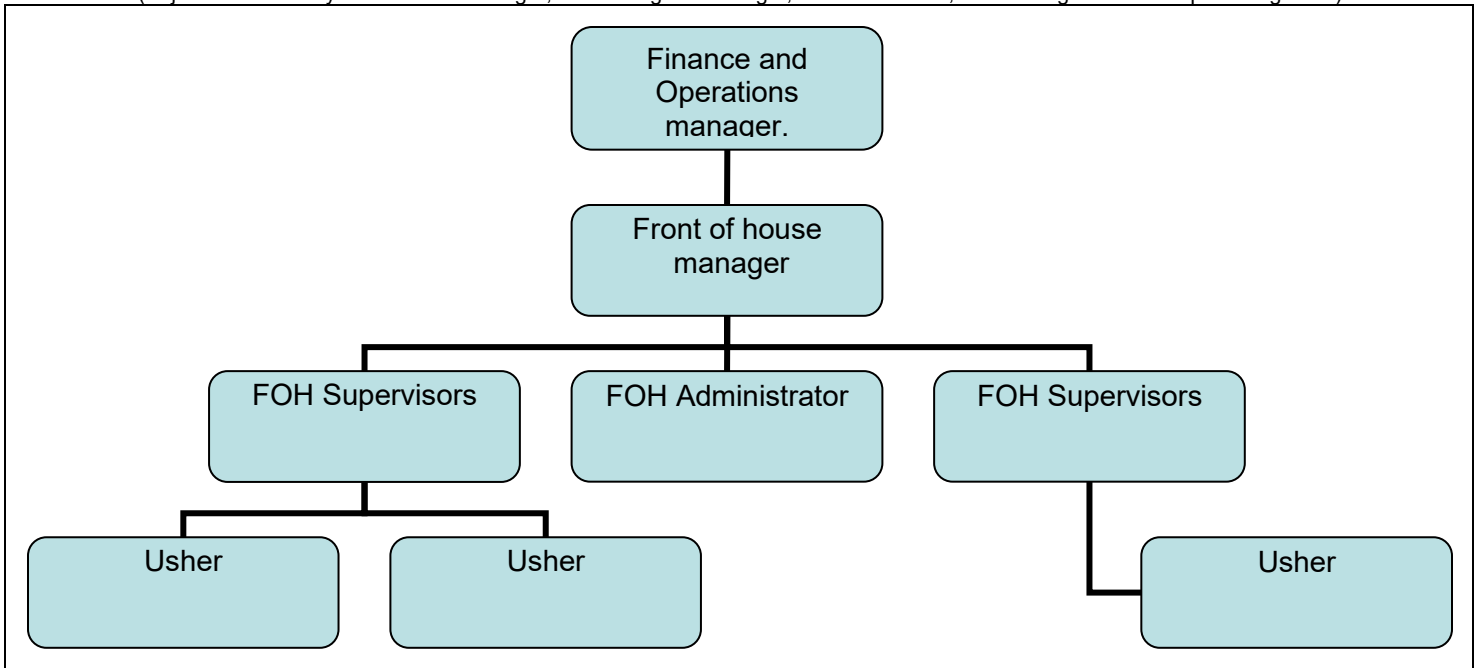
- Forms must be downloaded from the UCT website: <http://forms.uct.ac.za/forms.htm>
- This form serves as a template for the writing of position descriptions.
- A copy of this form is kept by the line manager and the position holder.

POSITION DETAILS

Position title	Usher-Ad hoc (paid on claim).		
Job title (HR Business Partner to provide)	Usher		
Position grade (if known)	Pc 4	Date last graded (if known)	
Academic faculty / PASS department	Baxter Theatre		
Academic department / PASS unit	Front of House		
Division / section	Baxter Theatre Front of House Department		
Date of compilation			

ORGANOGRAM

(Adjust as necessary. Include line manager, line manager’s manager, all subordinates, and colleagues. Include position grades)



PURPOSE

The main purpose of this position is to ensure a safe, organized, and enjoyable experience for all patrons at the Baxter Theatre Centre and to act as the welcoming face of the venue while managing the smooth and efficient flow of audience members both before and after each performance or event.

CONTENT

Key performance areas		% of time spent	Input (Responsibilities/activities/processes/ methods used)	Output (Expected results)
1	Customer Service	25%	<ul style="list-style-type: none"> • Greet guests, scan tickets, hand out programs, and help patrons locate theatre venues, box office, seats, restrooms, exits, and other facilities in the Baxter Theatre. • Present a warm, welcoming, and professional demeanor, with the ability to remain calm under pressure. • Assisting the FOH managers whenever they need help. • Acting as front-line personnel by giving information regarding productions, performance times, and theatres • Distributing promotional material to patrons if required. • Always taking care of the health & safety of our patrons. • Ensure that all patrons/guests are seated timeously • Handle latecomers efficiently according to the specific show's policy. • Managing minor disputes, such as seating mix-ups, and de-escalating conflicts to prevent disruptions during the show. 	To ensure that the Baxter Theatre's patrons are accommodated in a safe, organized, clean and efficient environment.
2	Ticketing & Seating	25%	<ul style="list-style-type: none"> • Scanning admission tickets, directing guests to their designated areas, and assisting patrons with special needs or accessibility requirements. • Not allowing anyone into the theatre without a ticket. 	To ensure that patrons' tickets are scanned and they are seated in the correct seat in the right venue in time for the performance.

3	Safety & Compliance	25%	<ul style="list-style-type: none"> • To be always at their designated post before and after the shows, until the audience has left the theatre. • Reporting any suspicious activity by members of the public to the Front of House Manager. • Ensuring that any age restriction for any performance is adhered to. • Not allowing anyone in the theatre with cool drinks and alcohol, unless it is permitted (only bottled water is allowed). • To attend regular preshow briefings with the Front of House Management team. • Monitoring the auditorium to ensure guests are not using unauthorized recording equipment or phones, and that concession policies are followed. 	To ensure that the house rules are adhered to and that ushers are at their posts to assist patrons when and where necessary.
4	Venue Housekeeping	25%	<ul style="list-style-type: none"> • Maintaining the cleanliness of the auditorium and foyers before and after performances and events and handling lost-and-found items. • To ensure that the venue is cool and well ventilated as and when required. • Inspecting seating areas, bathrooms, and aisles to ensure they are clean, free of hazards, and clear of trip items before patrons arrive. 	To ensure that the theatre venues are checked both before and after the performance for cleanliness.

MINIMUM REQUIREMENTS

Minimum qualifications	A Grade 12 certificate.			
Minimum experience (type and years)	Previous experience in the hospitality industry or in a theatre is preferable.			
Skills	Excellent interpersonal and communication skills. Ability to handle large crowds, deal with latecomers tactfully, and communicate effectively under pressure.			
Knowledge	A basic knowledge of how a theatre operates.			
Professional registration or license requirements	N/a			
Other requirements (If the position requires the handling of cash or finances, other requirements must include 'Ability to handle cash or finances'.)	Flexibility to work varied, irregular hours, including evenings, weekends, and holidays, according to show schedules. Capacity to stand or walk for extended periods and lift or move light equipment if necessary.			
Competency (Refer to UCT Competency Framework)	Competence	Level	Competence	Level
	Communication	1	Safety awareness	1
	Teamwork / collaboration	1	Stress tolerance	1
	Building interpersonal relationships	1		
	Energy	1		

SCOPE OF RESPONSIBILITY

Functions responsible for	Scanning of tickets and seating of patrons.
Amount and kind of supervision received	Supervisory
Amount and kind of supervision exercised	Direct
Decisions which can be made	Seating within the relevant theatre venues.
Decisions which must be referred	Ticketing issues, health emergencies, and non-compliance issues.

CONTACTS AND RELATIONSHIPS

Internal to UCT	Front of House Management and Baxter Management.
External to UCT	Patrons, UCT staff and students, visiting artists and theatre producers.