Job Description

Job title:	Braid Theatre Usher
Directorate:	Growth & Major Projects
Division:	Tourism, Arts & Culture
Reporting to:	Braid Duty Manager
Responsible for:	N/A
Post Status:	This is a casual post. There is no guarantee of work or minimum hours. Successful candidates will be engaged on an as-and-when-required basis and their continued engagement will be subject to satisfactory performance and conduct.
Location:	The location of this post is The Braid, Ballymena. However, the post holder may be required to work in any area of the Borough as the post dictates. The premises are wheelchair accessible and there are accessible toilets.
Salary:	Scale 2, SCP 5, currently £13.70 per hour.
Pension:	Mid and East Antrim Borough Council operates under the NILGOSC pension scheme. For more details on this please visit https://www.nilgosc.org.uk/
Hours of Work:	This is a casual post with no guaranteed hours. Successful candidates will be required to work as and when required, Monday to Saturday, including evenings. Post holders may also be offered work on Sundays and public holidays, subject to operational requirements.
Date:	November 2026

MAIN PURPOSE OF THE JOB

Assist with the safe, effective and efficient operational delivery of theatre performances, events and activities taking place within The Braid as a multi-purpose venue. Activities within the Braid include, but are not limited to, theatre performances, conferences and meetings, Council events, museum, heritage and arts exhibitions.

Create a welcoming environment and deliver excellent customer service to all visitors, contributing to a positive and enjoyable experience throughout their visit to The Braid.

MAIN DUTIES AND RESPONSIBILITIES

1. <u>Service Delivery</u>

1.1. Conduct front-of-house and welcome duties as visitors' first point of contact with the Braid, including checking tickets, directing theatre attendees to their seats, selling merchandise, assisting with customer enquiries and needs in accordance with the theatre's terms and conditions and House Rules.

1.2. Assist with the effective delivery of theatre performances and events by liaising with external theatre promoters, producers and theatre technicians, as required contributing to a positive customer experience.

1.3. Operate the theatre bar during performances, providing excellent customer service, maintaining stock levels and cleanliness of the bar area, complying with all licensing requirements relating to the supply of alcohol.

1.4. Provide box office and reception cover when required, including ticket sales, ticket collections and dealing with general customer enquiries.

1.5. Operate till and ticketing systems effectively to accurately record sales and stock movements, cash up tills as required at the end of shift and maintain appropriate good cash handling procedures at all times.

1.6. Assist with the set-up, take-down and turnaround of all event spaces in accordance with booking requirements, as required.

1.7. Carry out cleaning duties as required within front-of-house, back-of-house and toilet areas, maintaining a high standard of cleanliness and presentation for visitors at all times.

1.8. Assist with the provision and service of catering/hospitality for events, as required.

1.9. Report promptly any faults, defects or failures of equipment or procedures to the appropriate manager.

1.10. Respond to fire alarms or any other emergency alarms in the building when on shift, in accordance with the agreed emergency response procedures for The Braid, providing frontline assistance to customers as required.

2. Quality

2.1. Adhere to and comply with all Council policies and procedures relevant to this role, including arrangements for health and safety, risk management, and appropriate insurance requirements for third party requirements.

3. Performance Improvement

3.1. Participate in the formulation, implementation and evaluation of the Department Business Plan and relevant Service Plans responding to changing trends and citizen needs.

3.2. Achieve high standards of personal performance, through meeting agreed personal targets and undertaking planned programmes of professional development.

3.3. Examine opportunities to gain efficiencies and improve effectiveness including collaborative partnerships, joint working and other innovative approaches to achieve best value in the use of public money.

4. General

4.1. Uphold the Core Values of Mid and East Antrim Borough Council and work to achieve the wider organisational objectives as detailed in the Corporate Plan.

4.2. Participate in the Council's Performance and Development Review process as detailed in the published scheme.

4.3. Fulfil the legal Health and Safety duties placed on employees by:

- taking reasonable care of your own health & safety and that of others who may be affected by what you do or do not do;
- Co-operating with the Council on Health & Safety matters;
- Ensuring that you use work items provided by the Council correctly and in accordance with the training and instruction received, including personal protective equipment (PPE);
- Ensuring that you do not interfere with or misuse anything provided for health, safety, or welfare purposes.

4.4. Contribute to Mid and East Antrim Borough Council in fulfilling all of its commitments in relation to anti-discrimination practices, its Equality Scheme and under the Northern Ireland Act 1998 and the Human Rights Act 1998.

4.5. Comply with all the Council's policies and procedures.

4.6. Fulfil your legal responsibility* for all records held, created or used as part of Council business whether paper based or electronic, including e-mails. All such records are public records and are accessible to the general public, with limited exceptions, under the Freedom of Information Act 2000, the Environment Regulations 2004 and Data Protection Act 1998. Employees are required to be conversant with the Mid and East Antrim Borough Council procedure on records management and to seek advice if in doubt.

* Any *subsequent updates will supersede legislation identified within the Job Description*

4.7. Maintain high standards of personal accountability.

4.8. Comply with the Code of Conduct for Local Government Employees and the Local Government Employee & Councillor Working Relationship Protocol.

4.9. Perform any other duties commensurate with the grade and level of responsibility of this post, for which the post holder has the necessary experience and/or training.

Closing caveat:

This job description sets out the main duties of the post as at the date of completion. It is not intended to be rigid and inflexible but should be regarded as providing guidelines within which the post holder is required to work. Other duties of a similar nature and appropriate to the grade may be assigned from time to time by the Head of Service. Duties may vary to meet the changing needs of Mid and East Antrim Borough Council and without changing the general character of the post or the level of responsibility that it entails. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

Person Specification

	Essential Criteria	Method of Assessment
Qualifications and Experience	Applicants must have: • a minimum of 5 GCSEs to include English Language and Maths (grade C or above) or equivalent qualifications to demonstrate literacy and numeracy; AND • one year's experience working directly with the public in a customer-focused environment, gained through employment, volunteering, community involvement, hospitality, retail, public service or similar customer-facing roles. OR consideration may be given to candidates who do not possess the required educational qualifications but can demonstrate: • by providing personal and specific examples, two years' experience working directly with the public in a customer-focused environment, gained through employment, volunteering, community involvement, hospitality, retail, public service or similar customer-facing roles.	Application Form
Behavioural Competencies (Front Line Level)	These competencies are the top 6 competencies the Local Government Competency Framework[i] which have been identified and prioritised for effective performance in this role. **How We Work With Others** **3.3 Meeting Customer Needs** – Establishes the needs of customers and strives to ensure that these are met. **How We Move Forward** **4.1 Problem Solving and Decision making** – Gathers information from range of sources. Analyses information to identify problems and issues. Makes effective decisions and recommendations based on resolution agreement within an environment of trust, mutual	Interview

	Essential Criteria	Method of Assessment
	respect and cooperation. **4.3 Achieving results** - Takes personal responsibility for making things happen. Shows motivation and perseverance in overcoming obstacles and achieving results. **4.4 Continuously Improving Services** - Seeks to continually improve the services and processes that impact on users.	

[i] Full details of the Local Government Competency Framework can be found at the following link:

http://www.lgsc.org.uk/fs/doc/Competency%20Framework%20for%20Local%20Government.pdf