

Visitor Services Assistant (Auditorium)

Applying for this post

To apply for this post, you must submit a CV with cover letter.

Please complete the Equalities Monitoring Form found [here](#). Data from the Equalities Monitoring Form will not be shared with the recruitment panel.

If you would like to request any adjustments to enable you to apply for this post or to fully participate in an interview, please contact jobs@dundeerep.co.uk.

The deadline for receipt of applications is 6 August 2026.

Interviews will be held from week commencing 17 August 2026.

Guidance

Please refer to our websites, www.dundeereptheatre.co.uk and www.scottishdancetheatre.com, to find out more about us.

Please read the job description carefully before applying to ensure you meet all the essential criteria and can provide evidence in your application to support these areas. Only relevant information will be considered when shortlisting candidates.

Your application will be retained securely for three months before being destroyed if you are unsuccessful. Your application will be retained for up to 12 months if you are successful.

Role Summary

Visitor Services Assistants perform an important function at Dundee Rep & Scottish Dance Theatre Limited, acting as the first point of contact for customers throughout the public areas of the building (including foyer, theatre bar, restaurant, box office and auditorium). Your role is to welcome visitors, answer any queries that arise, directing customers throughout the building and auditorium, and ensuring that visitors have an excellent and safe experience. You should be friendly and confident, with an ability to work in a fast-paced environment. Shifts are arranged around our programme and will primarily be at evenings and weekends.

Key Relationships

- Visitor Experience Manager
- Operations Team including: Head of Operations, Duty Managers, Show Managers, Visitor Services Supervisors, Visitor Services Assistants
- Audiences / Visitors

Key Responsibilities

1. Be polite and welcoming at all times and provide excellent customer service to visitors.
2. Serve customers by taking tickets, answering queries, directing and assisting people to seats.
3. Observe audiences during performances to ensure a safe and quality experience for all customers.
4. Sell confectionery, ice-cream, programmes and merchandise before, during and after the performance.
5. Ensure all public areas of the building (including foyer, toilets and auditorium) are clean and well presented.
6. Keep up to date with the theatre's forthcoming shows, events and activities.
7. Adhere to all Dundee Rep & Scottish Dance Theatre Limited's policies and procedures (including Fire Evacuation, Cash Handling, etc).
8. Report any issues that arise to the Visitor Experience Manager or Duty Manager.
9. Any other duties or projects as required by the Visitor Experience Manager, Show Manager or Head of Operations connected with visitor services requirements and the general smooth and efficient operation of the building and company.

Person Specification

Essential

Failure to demonstrate how you meet all essential criteria may result in not being shortlisted

1. Friendly and confident demeanor, with a passion for providing exceptional customer service.
2. Previous customer service experience
3. Experience working with diverse groups of people from varying backgrounds
4. An ability to accurately handle money and stock, with strong mental arithmetic
5. To be able to communicate with visitors to ensure that everyone feels welcome to the theatre
6. Ability to use own initiative within a management framework
7. The ability to recognise the importance of presentation, both personal and environmental, with the resourcefulness to ensure all public areas of Dundee Rep are presentable
8. Ability to take direction from supervisors and managers
9. To be able to ask for help from management when required
10. The confidence to have a visible presence when in uniform and to approach customers
11. A pro-active, warm, friendly and enthusiastic manner
12. Punctuality and reliability
13. Commitment to delivering excellent customer service in a busy environment
14. Ability to remain calm and professional when dealing with members of the public
15. A mature, professional attitude towards work
16. Ability to work flexible hours (including evenings and weekends)
17. Over 18 years old

Desirable

If we need to choose between candidates who meet the essential criteria, we may take the below factors into account.

1. Previous front of house experience in a theatre or similar venue
2. Knowledge of DRSDT and the work that is programmed
3. A knowledge and interest in Theatre and Contemporary Dance
4. World Host trained (or alternative customer service training)
5. First Aid Training
6. Disability Awareness training

Terms and Conditions

VISITOR SERVICES ASSISTANT

Period of work

This is a permanent contract.

Pay

£13.45 per hour

Hours

Zero hours contract. Shift work including regular evenings and weekends

Holidays

Annual leave will be accrued and paid on a quarterly basis.

Notice period

The notice period will be two weeks

Location of work

Your main place of work will be Dundee Rep.

Other benefits

- Contributory staff pension, after three months of service
- Employee Assistance Programme

Non-contractual benefits

- Staff tickets to DRSDT produced shows
- Staff discount in Rep Restaurant

Dundee Rep and Scottish Dance Theatre Ltd is a Real Living Wage Accredited Employer who strives to be an equal opportunities employer and is supported by Creative Scotland and Dundee City Council.

Equal Opportunities

Dundee Rep and Scottish Dance Theatre Limited is committed to promoting equality and opportunity in its employment practices. In particular, the Organisation aims to ensure that no potential or actual employee receives more or less favourable treatment on the grounds of race, colour, ethnic or national origins, marital or civil partner status, sex, sexual orientation, gender reassignment, age, disability or religious beliefs.

Guaranteed Interview Scheme

Dundee Rep and Scottish Dance Theatre Limited are committed to employing a diverse workforce. And positively welcome applications from candidates who have a disability.

A person with a disability or long-term health condition who indicates on their application email that they wish to participate in the Guaranteed Interview Scheme will be guaranteed an interview if they meet the essential criteria outlined within the person specification during the shortlisting process.

Safeguarding

Dundee Rep and Scottish Dance Theatre Limited is committed to safeguarding and operates an environment where all staff are expected to report any concerns about vulnerable people or about the behaviour or practice of colleagues and other people they encounter.

Offers

Any job offer we make is subject to:

- Receipt of two satisfactory references.
- Proof of eligibility to work in the UK.