

# Royal Northern College of Music

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## Candidate Pack

**Vacancy: Casual Front of House Usher**

**Reference No: 2425-50**

**Closing Date: 9.00am, Monday 1 September 2025**

**Interview Date: Friday 12 – Tuesday 16 September 2025**

**RNCM**  
ROYAL NORTHERN  
COLLEGE of MUSIC

# Job Description

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**Job title: Casual Front of House Usher**

**Department: Operations**

**Responsible to: Front of House Duty Managers & Venues Operations Managers**

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## **Overall Purpose of the Job**

The Royal Northern College of Music demands the highest standards of customer service from its staff, particularly its front-line personnel. The Usher team plays a critical role in delivering exemplary service. Every team member is expected to make a positive contribution and show commitment to helping the College maintain its status as a renowned international music conservatoire in which to study, work, and visit.

Primarily responsible for providing a welcoming and helpful customer service to audience members attending performances in all of the college's venues, Front of House Ushers will be managed on a day-to-day basis by the Front of House Duty Managers, Deputy Venues Operations Manager and Venues Operations Manager to ensure the required levels of exceptional customer care and venue safety are provided and that all other duties related to the role are undertaken.

## **Key Responsibilities, Accountabilities or Duties**

- Ensuring the safety and comfort of our audiences attending performances and events in our venue spaces.
- In the event of an emergency, undertaking evacuation duties.
- Welcoming audience members, scanning tickets and directing them to their seats.
- Providing a cloakroom service, staffing welcome desks, and facilitating the sale of programmes and merchandise.
- Providing general information to visitors, handling queries and complaints and escalating these, to management and security staff, as necessary.
- Working alongside colleagues in catering and housekeeping proactively maintaining the appearance and safety of all Front of House areas. This may include monitoring public areas for trip hazards, returning used glasses from the foyers to the bar, resetting foyer furniture, cleaning, and tidying of the venues after a performance.
- Sitting in the auditoria during performances to monitor the audience experience and any related safety concerns.
- Using a two-way radio to efficiently communicate with the Venues Teams.
- Seating any latecomers in accordance with the event's policy.
- Attendance at team meetings and mandatory team training days. Completion of all e-learning requested by the Deputy Venues Operations Manager / Venues Operations Manager.
- Any other relevant and reasonable duties as requested by the Front of House Duty Managers, Deputy Venues Operations Manager or Venues Operations Manager

# Additional Information

## **Safeguarding**

The RNCM is committed to safeguarding and promoting the welfare of children and expects all staff and volunteers to share this commitment. All staff are required to complete mandatory safeguarding training, and to report promptly any concerns relating to the safeguarding of children and / or adults at risk in accordance with agreed Child Protection Policy and Safeguarding procedures.

## **Health and Safety Responsibilities**

To ensure that reasonable care is taken at all times for the health, safety and welfare of yourself and other persons and to comply with the policies and procedures relating to health and safety within the RNCM.

## **General**

This job description sets out the duties of the post at the time when it was drawn up. Such duties may vary from time to time without changing the general character of the duties or the level of the responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the grading of the post.

# Person Specification

Criteria	Essential (E) / Desirable (D)	Method of Assessment
<b>Experience</b>		
Experience of providing exceptional customer service in a front-line role.	E	Application Form
Experience of working in a similar role in a concert hall, theatre, heritage site or visitor attraction.	D	
<b>Skills</b>		
Self-motivated and able to work cohesively as part of a team.	E	Application Form/Interview
Excellent timekeeping and professional appearance.	E	
Great customer service and interpersonal skills. Able to quickly build a friendly, professional rapport with staff, students and visitors to the College.	E	
Committed to providing a welcoming, accessible experience to all patrons in our venues.	E	
Confident under pressure, able to deliver positive messages, convey house policy and proactively find solutions to problems.	E	
Understanding of health and safety in a customer service environment.	D	
Knowledge of live performance, and/or classical music, and/or higher education institutions.	D	
<b>Qualifications</b>		
No formal qualifications are necessary if the candidate can demonstrate the required experience, skills and commitment to providing exceptional customer service. However, the following training is desirable: <ul style="list-style-type: none"> <li>• First Aid Qualification</li> <li>• Fire Safety Qualification</li> <li>• SIA Level 2 Door Supervisor License</li> <li>• Spectator Safety Qualification</li> <li>• ACT Awareness or similar training</li> </ul>	D	Application Form/Interview
<b>Other requirements</b>		
A commitment to supporting the RNCM in its equality, diversity and inclusion practices	E	Application Form/Interview

Summary of Terms and Conditions	
<b>Salary</b>	£14.12 per hour, inclusive of accrued Holiday Pay.
<b>Hours of Work</b>	As a casual role shift times are varied depending on event programming, as such applicants should be available to work evenings and weekends.

**Issued by:** Rebecca Mungovan, Venues Operations Manager  
**Date of issue:** August 2025

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# About Us

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## The RNCM

Founded in 1973 through the merger of the Royal Manchester College of Music and Northern School of Music, the RNCM is continually recognised as one of the world's most progressive conservatoires.

Home to over 900 students from more than 60 countries, we're dedicated to providing an outstanding education that propels students into careers as inspiring and versatile musicians, fully-equipped for exciting futures both on and off stage.

Our Undergraduate School includes the Bachelor of Music with Honours and the ground-breaking Bachelor of Music with Honours in Popular Music - the UK's first four-year degree in this subject. Both programmes offer students the flexibility to create bespoke packages that fully support their career aspirations. They also complement degrees within our Graduate School, which provides a stimulating environment for advanced studies in performance (including conducting), composition, musicology, music psychology, and music education.

Additionally, we're home to Junior RNCM, our Saturday school for eight to 18-year-olds, and deliver an award-winning programme of free and subsidised projects for children and young people across the North West.

## What it's like to work here

Our vibrant and creative community of academic and professional services staff work together to ensure that the RNCM remains a destination of choice for talented young musicians worldwide.

Friendly, collaborative and supportive, we proudly promote an inclusive and equitable working culture, offering family-friendly policies and regular opportunities for personal and professional development.

As a small specialist organisation, the staff voice is very important to us and there are numerous opportunities for colleagues to get involved in RNCM life throughout the year via our active staff engagement programme. We also have a Wellbeing Hub for staff and students, and are a Disability Confident Employer. If you feel there are adjustments that could be made to support you if invited to attend an interview, or if you join us as an employee, please get in touch via [recruitment@rncm.ac.uk](mailto:recruitment@rncm.ac.uk).

