

Royal Northern College of Music

Candidate Pack

Vacancy: Casual Front of House Usher

Reference No: 2526-39

Closing Date: 9.00am, Monday 10 August 2026

Interview Date: Monday 24 – Wednesday 26 August 2026

RNCM
ROYAL NORTHERN
COLLEGE of MUSIC

Job Description

Job title: Casual Front of House Usher

Department: Estates and Facilities

Responsible to: Front of House Duty Managers, Deputy Venues Operations Managers and Venues Operation Manager

Overall Purpose of the Job

The Royal Northern College of Music is committed to delivering exceptional experiences for everyone who studies, works, performs at, and visits the College. As one of the world's leading conservatoires, we pride ourselves on providing outstanding customer service in a welcoming and inclusive environment.

Front of House Ushers are often the first point of contact for our audiences and play a vital role in creating a positive visitor experience. Working as part of the Venues Operations Team, Ushers ensure the smooth operation of performances and events across the RNCM's venues, providing excellent customer care while maintaining the highest standards of safety, accessibility and presentation.

Key Responsibilities, Accountabilities or Duties

Customer Experience

- Provide a warm, professional and welcoming service to all visitors, audience members, students, staff and visiting artists.
- Provide accurate information to visitors about our programme, facilities and venue services.
- Handle customer enquiries and concerns confidently and professionally, escalating issues where appropriate.
- Scan tickets and assist audience members in locating their seats.
- Sit in the auditoria during performances and monitor audience experience.
- Seat latecomers in accordance with event-specific policies and procedures.

Venue Operations

- Staff welcome desks, cloakrooms and merchandise or programme sales points as required.
- Support the smooth operation of events by working collaboratively with colleagues across the Venues, Catering and Housekeeping teams.
- Maintain clean, safe and presentable public spaces before, during and after events.

Safety and Security

- Contribute to a safe and secure environment for audiences, visitors and colleagues.
- Monitor public spaces and auditoria for potential hazards or safety concerns, reporting issues promptly.
- Participate in emergency procedures and undertake evacuation duties when required.
- Use two-way radio communications effectively and professionally.

Team Contribution

- Attend mandatory training sessions, team meetings and briefing events.
- Complete all required e-learning and development activities.
- Undertake any other reasonable duties commensurate with the nature of the role.

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.

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
Experience		
Experience of delivering exceptional service in a customer-facing role	E	Application Form/Interview
Experience working within a theatre, concert hall, arts venue, visitor attraction, hospitality or similar environment	D	
Skills		
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	E	
Able to quickly build a friendly, professional rapport with staff, students and visitors to the College	E	
Knowledge		
Awareness of health and safety in a customer service environment	D	Application Form/Interview
Knowledge of live performance and/or classical music, and/or higher education institutions	D	
Qualifications		
First Aid Qualification	D	Application Form/Interview
Fire Safety Qualification	D	
SIA Level 2 Door Supervisor Licence	D	
Spectator Safety Qualification	D	
ACT Awareness or similar	D	

Summary of Terms and Conditions	
Salary	£15.07 per hour (inclusive of accrued holiday pay)
Hours of Work	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: Hannah Mackinlay, Deputy Venues Operations Manager

Date of issue: July 2026

About Us

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.

