



Visitor Experience Team Member (Casual Hours)

RECRUITMENT PACK

Perth Theatre and Concert Hall
Mill Street
Perth PH1 5HZ



Who We Are

Central to local cultural life for over 120 years, Perth Theatre and Concert Hall create life affirming, shared experiences in the performing arts that ignite the imagination and make living more meaningful. Our world-class venues, award-winning programming and inclusive learning and engagement projects play an essential role in stimulating positive wellbeing within the communities we serve, benefitting the local economy and raising the profile of the area.

Perth Theatre and Concert Hall is the trading name of Horsecross Arts Ltd, the charitable organisation established in 2005 to run both venues. Horsecross Arts Ltd is registered in Scotland, no. SC301328 and a charity no. SC022400.

"It's one of the things that attracted me to Perth... the cultural life... it seems it's fantastic. There's a great variety in the theatre and the concert hall... we're so lucky!" Audience Member



Our Vision & Mission

"To ensure the performing arts are essential to our communities."

From our base in Perth City and across Scotland at large, our mission is to use the performing arts to inspire, explore, connect, and educate, as sustainably as possible:

Inspire - as a source of entertainment, enlightenment, joy, and wellbeing;

Explore - forging into the new, inventing fresh approaches and developing different ways of working;

Connect - with our communities, meeting their needs, striving to include everyone;

Educate - by supporting learning and training across our whole range of activities for staff, participants, the sector, and future generations.

IDEA – Inclusion, Diversity, Equality & Accessibility

Perth Theatre and Concert Hall is working to ensure our organisation is fully representative of the communities we engage with locally and nationally. We believe in the transformative power of the performing arts and understand that embracing diversity of backgrounds, experiences, skills, cultures, and outlooks is critical to fulfilling our Vision.

We start from a position of inclusion being fundamental to all our activities. We are committed to providing life-enhancing experiences for everyone, whatever their age, background, ethnicity, gender, geographical location, physical or mental ability, religion, sexual orientation, social conditions, work or employment status. Necessarily, our approach steps beyond the letter of the law to achieve this.

Our commitment to IDEA will be central to all our policies and processes, from recruitment and operations to the delivery of our public engagement, performances, and events. Undertaking continual review and training, we will closely monitor, and be transparent about, our progress.

The Role

Job Title: Visitor Experience Team Member

Status: Casual

Reports to: Visitor Experience Manager

Salary: £12.60 per hour

Visitor Experience Department

To provide fantastic customer care, deliver the highest operational standards and to adhere to all company Legal and Health and Safety obligations.

We want to create memorable visitor experiences for everyone who enters into either of our buildings. It has to be consistently brilliant and safe throughout their entire journey where they encounter genuine, warm and helpful team members each step of their way.

As a VET (Visitor Experience Team Member) you will exceed customer expectations and establish great working relationships with your colleagues that can be relied upon week in week out.

We are looking for people who can play a vital role in the day-to-day operations of Perth Theatre and Concert Hall operating as a member of a high-performance team.

You will be required to be available to cover a range of shifts day-time, evening and weekends. You will be advised of your shifts in advance, they will vary each week depending upon the events which are programmed so you are required to be very flexible.

You will be based at both Perth Concert Hall and Perth Theatre and will be required to work across both spaces.

This job description details the principal purpose and main elements of the job at this time. It is a guide to the nature of the main duties as they currently exist but is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

Duties and Responsibilities

Responsibilities:

- To work in a multi-tasking team that covers Bar Operations, Food Service, Ushering, Merchandise/Ice Cream Sales and Cleaning Details;
- To exceed customer expectation throughout the entire customer journey with exceptional customer care and assistance;
- Upselling our products from catering;
- Have a clear understanding of product knowledge and of future events/shows;
- Cash handling/security;
- Health and Safety obligations;
- To work well and consistently within the Visitor Experience team;
- To have a keen eye for attention to detail in each of the multi-tasking disciplines;
- To ensure you are ready and focused for each shift you are scheduled for and on time.

This job description is not exhaustive, and the post-holder will also be required to carry out any other reasonable duties

General:

- Develop a clear understanding of the key aspects of our work and be able to articulate the Vision of the organisation in a compelling and confident way;
- Comply with PTCH's charitable objectives and organisational procedures;
- Support the implementation of PTCH's IDEA and Green policies;
- Undertake ongoing professional development and training as required;
- Any other reasonable requests, appropriate to the post, made by the Visitor Experience Manager.

What We're Looking For

Essential:

- Aged 18 or over;
- Ability to work under pressure;
- Excellent customer care skills;
- Excellent organisational and communication skills;
- High standard of work and appearance;
- Ability to multi-task as the role is varied;
- Great team player who will develop a great working relationship with fellow team members.

Desirable:

- Cash handling skills;
- Knowledge of Scottish Licensing Laws;
- Catering environment experience;
- Knowledge of Scottish Arts Scene.

Terms & Conditions

Salary: £12.60 per hour, paid monthly by bank credit transfer on the last working day of the month. No paid overtime or infringements are payable.

This is a casual contract. You will have no guaranteed hours of work. Shifts will be offered based on requirements.

Evening and weekend work are a requirement of the post.

Perth Theatre and Concert Hall reserve the right to offer shifts based on specific skills and competencies needed and so not all shifts are offered to all persons.

The Company operates auto-enrolment and has a Pension Scheme in place. We will comply with legislation around auto-enrolment including opt-in and opt-out arrangements.

How to Apply

Deadline: Friday 15 August 2025

Interviews: W/C 18 August 2025

To apply, please submit your CV and a covering letter detailing relevant experience and interest in the role to:

recruitment@perththeatreandconcerthall.com

If you would like further information about this role, please contact Lorin Laing

lorinl@perththeatreandconcerthall.com