



Kiln Theatre

FRONT OF HOUSE ASSISTANT

Application Pack

“A marvellous community reality...alive with challenge and promise.” James Baldwin

Kiln Theatre is the creative and cultural hub of Kilburn in Brent, a uniquely diverse area of London where over 140 languages are spoken.

We are a place of creative transformation and artistic ambition – an empowering space where community connection sits at the centre of everything we do. From the heart of Kilburn, we stage an internationally acclaimed programme of UK premieres and dynamic revivals – real human stories that entertain, fire the imagination and reflect the world around us.

As Tricycle and now Kiln, we are proud of our history and passionate about our future. We nurture talent and develop pathways whilst celebrating diversity and removing barriers – driving world-class theatre and opening up opportunities for who gets to make it.

“Kiln Theatre has revitalised the cultural life of Brent and brings world-class theatre at an affordable price to people from all walks of life.” Zadie Smith

Under Artistic Director/CEO **Amit Sharma**, Kiln Theatre continues its reputation of producing world-class work that reflects the richness of its local communities and the wider world.

Kiln Theatre has a 292 seat theatre alongside a 291 seat cinema auditorium, a bar and restaurant plus two rehearsal spaces which are used for our productions, workshops and Creative Engagement projects.

We believe that theatre can be for anyone. A neighbourhood venue shaping national conversation.



The Purists designed by Tom Piper, *Two Strangers (Carry a Cake Across New York)* designed by Soutra Gilmour, *Retrograde* designed by Frankie Bradshaw and *The Lonely Londoners* designed by Laura Ann Price.

“I wanted to say thank you for creating the most diverse theatre I have been to. In terms of race, culture, class, age, everything – not only in the selection of shows and actors, but in the audience.”

Audience member

OUR VISION

To ignite artistic imagination through diverse storytelling that reflects the richness of our world. Kiln is a space where we celebrate our shared humanity, build a powerful sense of belonging and demonstrate that theatre can be for anyone.

OUR MISSION

From the heart of Kilburn, we tell real human stories shaped by exceptional artists – harnessing the power of creativity to remove barriers, celebrate individuality and bring people together.

OUR VALUES

Kiln is **Representative**. *We represent diverse voices on and off our stage - including different perspectives and experiences in our decision making.*

Kiln is **Open-hearted**. *We create together and build trust by being kind, empathetic and welcoming - acting with warmth and integrity.*

Kiln is **Enterprising**. *We think creatively and act resourcefully to generate opportunities to support and grow our artistic ambitions.*

Kiln is **Courageous**. *We are daring, willing to take creative risks and push boundaries to make meaningful and relevant work.*

Our values shape the way we work. They are key to unlocking our ability to ensure our work is accessible and relevant, that we make brave, bold choices, and that we maintain our integrity and empathy. They underpin the way we build and maintain our relationships with the artists, communities and audiences we make work with and for.

OUR PRIORITIES



KILN THEATRE

Kiln Theatre presents around six productions per year, many of these are commissioned and written specifically for this theatre or are programmed in collaboration with national or international companies.

Recent productions include Amit Sharma's critically acclaimed 5-star production of *Retrograde* by Ryan Calais Cameron, which transferred to London's West End, the Pulitzer

Prize award-winning *English* by Sanaz Toossi (in association with the Royal Shakespeare Company), *Peanut Butter and Blueberries* (UK Theatre Award nominated for Best New Play) by Suhaiymah Manzoor Khan, *Two Strangers (Carry a Cake Across New York)*, which transferred to the West End and then to the American Repertory Theater in Boston after a record breaking run at Kiln, Roy Williams' critically acclaimed adaptation of *The Lonely Londoners* (now one of Kiln's top selling shows of all time), and the sell-out revival of *The Ministry of Lesbian Affairs* by Iman Quereshi.

CREATIVE ENGAGEMENT AT KILN

Our award-winning Creative Engagement programme aims to champion the imagination, aspiration and potential of the Brent community young and old. We invest in creating meaningful relationships with young people to inspire and encourage their creativity, their confidence and self-esteem. We work with older people to create a thriving community around our theatre.

KILN CINEMA & EVENTS

Our 291-seat cinema shows the best art-house and mainstream films alongside festivals and special Q&A screenings. In our cinema auditorium we also host a year-round programme of talks, Q&A's, book launches and special events with some of the country's top artists, entrepreneurs, academics and writers.

FUNDING

Our annual turnover is approximately £4 million. Kiln Theatre receives funding from Arts Council England as a National Portfolio Organisation. Additional income comes from box office ticket sales and other commercial revenue streams, with a final sum generated through fundraising.

THE ROLE

Title:	Front of House Assistant
Location:	Kiln Theatre, 269 Kilburn High Road, London NW6 7JR
Reports to:	Front of House and Events Manager
Contract:	£48.48 per shift (minimum 3.5 hours)

Purpose and description of role

Everyone at Kiln strives to make the building an inclusive and friendly place that reflects and celebrates our local communities. As the public face of Kiln, the Front of House team plays an essential role in delivering the Kiln welcome to audiences by providing excellent, inclusive customer service, while also ensuring the safety and security of audiences at all times.

FOH Assistants will be allocated shifts across various types including, as a theatre or cinema usher. There is also the opportunity for FOH team members to cross-train with our Catering team.

Key responsibilities

- Promote, maintain and work to deliver the mission and values of Kiln Theatre.
- Uphold the Kiln's existing high standards of customer care, by providing a warm, inclusive welcome to all customers and visitors.
- Assist and deal with customer complaints confidently, effectively, and appropriately.
- Support the FOH and Events Manager or Duty Manager in the supervision of the audience experience by assisting audiences to navigate the venue, checking and scanning tickets, providing access support, selling merchandise and food and beverage and providing up to date information about the venue and upcoming events.
- Ensure the clean and tidy presentation of all Front of House areas including, auditoriums, foyers and bathrooms.
- Provide clear, confident and respectful communication with colleagues and members of the public at all times.
- Ensure audience safety by being fully conversant with the Kiln's emergency and evacuation procedures, assist with all evacuations of the building and follow Kiln Safety and Security Guidance.
- Act in accordance with Kiln's Premises License conditions.
- Maintain stock levels of merchandise and ensure accuracy in money handling and reconciliation where required.
- Support and promote the Kiln's Bar to customers and visitors.
- Play a part in Kiln's aims to reduce its impact on the environment where possible and encourage audiences and visitors to recycle as much waste as possible.
- Attend all training and briefings required of the role.
- Comply with all statutory requirements, particularly in respect of GDPR, the Equalities Act 2010, Health & Safety regulations and Kiln Theatre's Safeguarding Policy.
- Carry out such other duties as may reasonably be required by Head of Operations & FOH.

About You (Person Specification)

You should have:

- Previous experience in customer service dealing with members of the general public.
- Passion for theatre, cinema and the performing arts
- Commitment to and understanding of the vision and mission of Kiln Theatre
- Excellent communication and interpersonal skills.
- Ability to be adaptable and demonstrate initiative in changeable situations and be able to prioritise tasks.
- Ability to remain calm, communicate clearly, and maintain a professional and friendly manner under pressure.
- Ability to work as a team member and perform duties as instructed.
- Ability to work flexible hours with a rota system.
- Excellent time keeping and reliability.

Bonus if you have:

- Experience working in customer facing role in a Theatre, Cinema, Multi-Purpose venue or Festival or similar.
- Experience or knowledge in food and beverage service.
- A general understanding of Health and Safety for yourself and others.

This job description is a guide to the nature of the work required of Front of House Assistant and does not form part of the contract of employment.

Terms and Conditions

Contract: Casual Worker Agreement

Salary: £48.48 per shift (minimum 3.5 hours) and any additional hours to be paid in 15-minute increments at £13.85 per hour, payable weekly in arrears normally on a Friday by BACS less deductions for PAYE tax and National Insurance

Other benefits: Complimentary tickets for preview performances, subject to availability. £2.50 tickets to Kiln Cinema. 20% staff discount in the bar/café

Equal Opportunities

Kiln Theatre is an Equal Opportunities employer, and we strive to create an inclusive environment that reflects and celebrates local communities. We welcome applications from people of all backgrounds and experiences. We particularly encourage applications from Deaf, hard of hearing, disabled, LGBTQIA+, Black, Asian, and other global majority background candidates. We are members of the Disability Confident Scheme and guarantee to interview all disabled candidates who would like to be considered under this scheme and who meet the criteria in the “You should have” section of the person specification. We will support and provide access requirements if you identify as disabled. This includes during the application process, at interview stage and beyond. Please contact us via email at recruitment@kilntheatre.com.

Environmental Sustainability

We aim to be an environmentally responsible organisation and ask that our team works to support this goal. In doing so we are seeking to promote efficient and sustainable practices which reduce our carbon footprint. This is outlined in our Environmental Sustainability Policy and tracked in our annual action plan.

HOW TO APPLY

Application forms can be downloaded at <https://kilntheatre.com/our-story/jobs/>

Once the **Application Form** and [Equal Opportunities Monitoring Form](#) are completed please return, by the closing date, to:

Email: Recruitment@KilnTheatre.com using the heading ‘Front of House Assistant’

By Post: Recruitment, Kiln Theatre, 269 Kilburn High Road, London NW6 7JR

Closing Date: Monday, 11th August at 9am

Interviews: 19th and 20th August 2025

If you would like an **informal conversation** about the role before applying, please contact Dana McMillan, Front of House and Events Manager, on danamcmillan@kilntheatre.com