

Join our team!

INCORPORATING

**SALISBURY
ARTS CENTRE**
PART OF WILTSHIRE CREATIV

**SALISBURY
INTERNATIONAL
ARTS FESTIVAL**
PART OF WILTSHIRE CREATIV

**SALISBURY
PLAYHOUSE**
PART OF WILTSHIRE CREATIV





Salisbury International Arts Festival 2025 c. Kin Ho

Wiltshire Creative

We bring people together for joyful, enriching creative experiences.

Our venues - Salisbury Playhouse and Salisbury Arts Centre - deliver surprise, delight and wonder with a diverse year-round programme. Salisbury Playhouse produces performances that bring pride and joy to our region, touring nationally and beyond.

Once a year, we burst out beyond our walls to invigorate city spaces with Salisbury International Arts Festival.

We nurture talent and spark imagination, inviting more people in our region to live creative lives.

Follow us: @WiltsCreative | wiltshirecreative.co.uk

About this role

Job Title:	Head Usher
Responsible to:	Front of House Manager
Responsible For:	Volunteer Ushers
Main relationships:	Duty Manager, Bar and Café Team

Based mainly at Salisbury Playhouse, the Head Usher is key member of the front of house team, responsible for assisting the Duty Manager and leading the volunteer ushers to deliver an excellent customer experience and maximise commercial opportunities.

Hours will be very variable throughout the year as they are linked to performance schedules, and the role offers flexibility in terms of working patterns. Shifts will mainly be evenings and weekends.

Key responsibilities

Customer Service

- To assist customers in an efficient and friendly manner
- To assign roles to Volunteer Ushers for performances
- To assist the Duty Manager supporting the volunteers in their roles and addressing any poor performance on shift
- To be courteous and professional with colleagues and work to maintain a friendly and professional atmosphere
- To assist patrons using our access equipment and be able to troubleshoot questions

Sales

- To supervise the sale of ice creams and programmes by the volunteer ushers, ensuring that sales opportunities are maximised
- To serve on the shop counter or any other sales outlet as necessary, maximising sales by upselling and ensuring that stock is displayed attractively
- To promote upcoming Wiltshire Creative shows and the charitable work of the organisation

Safety & Security

- To be aware of and adhere to Wiltshire Creative's Health and Safety policy
- To be responsible for obtaining cash floats from the Duty Manager, reconcile money taken and return the floats and takings to the Duty Manager
- To distribute and monitor volunteer's cash floats, programme stocks, merchandise and confectionery
- To supervise restocking of confectionery, merchandise and ice creams and to advise the Duty Manager of any order requirements

Safety & Security (continued)

- To understand and implement if necessary, the Wiltshire Creative evacuation procedure and to act as an assistant to the Duty Manager in the event of an evacuation during a performance shift
- To undertake pre-show emergency evacuation briefings with the Duty Manager for volunteer staff and maintain radio contact during the performance
- To unlock and lock the auditorium doors prior to and after each performance
- To be mindful of Safeguarding when dealing with young volunteers and the public

General

- To always act in the best interests of Wiltshire Creative, positively enabling delivery of our objectives and acting as an ambassador for our work
- To abide by Wiltshire Creative's policies, including the staff handbook and associated people policies, and Safeguarding, Health & Safety and Sustainability policies
- To promote and champion Wiltshire Creative's values through actions and behaviours
- To maintain confidentiality in all areas relating to Wiltshire Creative
- To maximise income and minimise expenditure wherever possible
- To be flexible and to undertake any other reasonable duties as requested by Management

About you

- A proven commitment to quality customer care with a flair for dealing with the public
- An ability to work as part of and lead a team
- Strong interpersonal and communications skills
- To be constantly aware of the profitability of the business
- The ability to represent and positively promote Wiltshire Creative at all times
- Able to work evenings, weekends, and occasional days as scheduled
- Excellent personal hygiene, presentation and time keeping
- Strong numeracy skills and a competent cash handler
- Ability to remain calm under pressure
- Front of House service experience would be beneficial but not essential
- Experience of working with volunteers would be beneficial but not essential

Terms and Conditions

Salary	£12.93 per hour (£14.49 inclusive of holiday pay)
Type of Contract	Casual
Location	Salisbury Playhouse (and occasionally Arts Centre or external venues)
Hours of work	Variable as offered on a rota basis, usually evenings and weekends, with some matinee performance hours
Holiday	12.07% holiday pay, paid on top of wages
Benefits	• Wiltshire Creative offers an auto-enrolment pension scheme through People's Pension, with 3% employer contributions based on qualifying earnings, subject to eligibility • Complimentary tickets for in-house shows • Invitations to press nights • Occasional ticket offers on visiting shows • Discount in our bars and cafés • Opportunity for flexible working patterns • Wellbeing activities • Employee Assistance Programme • A fully trained team of Mental Health First Aiders • Training and development opportunities Full details are available upon request.

How to apply

Thank you for your interest in this post.

We strive to make our recruitment process accessible for all. If we need to make any adjustments to allow you to fully participate in our recruitment process, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117, and they will be more than happy to help. Adjustments could include, but are not limited to,

- Providing the application pack in a different format (e.g. hard copy, PDF, large print, audio)
- Enabling you to submit your application in a different form (e.g. audio, video)
- Making arrangements to facilitate your participation in an interview should you be shortlisted

We are keen to have all ethnicities, faiths, genders, sexualities, and disabilities represented in our organisation, and actively encourage applications from people of all backgrounds. We guarantee to interview all d/Deaf and disabled applicants who meet the essential criteria for this vacancy.

Before you apply

Please read the Job Description and Person Specification carefully before you apply and use these to inform your application. If you have any questions, or if you wish to have an informal conversation with us before applying, please contact our friendly admin team on recruitment@wiltshirecreative.co.uk or 01722 320117.



How to apply for this post

The closing date for this vacancy is 9am on Monday 2nd November 2026 with interviews taking place later that week and potentially into week commencing 9th November.

To apply please click the [Apply](#) button below and complete the online form. Please note that we will NOT accept CVs.

If you would like to submit your application in a different format (e.g. audio or video), please contact our friendly admin team on 01722 320117 or recruitment@wiltshirecreative.co.uk.

The questions in this form are also available in audio and BSL video format.

Please also complete our [Equality, Diversity and Inclusion Monitoring Form](#). A hard copy of this form is available on request. We ask for this data to monitor who our job adverts are reaching and who is applying for our roles. The data submitted is completely anonymous and will only be seen by the administration team and used to analyse the progress of our Equal Opportunities policy. Your answers will not be linked to your application form in any way and will not be seen by the shortlisting or interview panels.

Data Protection

The information you give in your application will be used to create a shortlist for interviews. Any data about you will be held securely, with access restricted to those involved in dealing with your application as part of the recruitment process. Your application will be kept on file for a maximum of six months, and then destroyed.

Should any job opportunities for which we think you may be suitable arise within the six-month period, we may send you details about the vacancy. We may also contact you for feedback on our recruitment processes.