



Job Description: Front of House Stewards

Organisation: Sage & Jester

Location: Deptford, London, UK (on-site at show venue)

Employment Type: Fixed-term contract (until 20 September 2025)

Commitment: Full-time

Start Date: 19 May 2025

Reports to: Front of House Duty Managers, Front of House Manager

Salary: £575 per week

Working Hours: This is a show-running role and as such will include evening and weekend hours to cover performance times. Performances will run from Wednesday-Sunday.

About Sage & Jester

We're an innovative arts production company. We take critical thinking and wrap it in stories, laughter and immersive experiences that combine curiosity, wisdom and wit.

Our unique blend of art, technology and storytelling will move, inspire and provoke – inviting you to question the very notions of truth and trust. We're here to challenge your sense of reality just enough to make you say: "Wait, what?" Then we'll help you see the world and yourself anew.

Why we need you

At Sage & Jester, we believe information is power. Understanding its flow is crucial to surviving – and thriving, especially since the tide of misinformation rises ever higher.

Our immersive experiences will be designed to entertain, enlighten, and help audiences harness their internal BS detectors – arming them with the tools to question, challenge, and pause before they believe what they see and read.

To achieve our cause, we need brilliant people. We have worked hard to build our (amazing) team so far, and we're now looking for a team of Front of House Stewards to join us.



The Role

The Front of House Duty Stewards will be the welcoming face of Deptford Storehouse ensuring that all audiences have an exceptional experience from the moment they enter the venue.

Reporting to the Front of House Duty Managers and Front of House Manager, the Stewards will be responsible for checking tickets, onboarding audience members into the world of the show, accompanying audiences through the experience, facilitating the needs of access patrons and helping with general customer service enquiries.

Please note, our FOH Stewards will be provided with and need to wear a specific uniform, themed around the production.

Key Responsibilities

Show Running

- To be the welcoming face of STOREHOUSE, ensuring the best possible experience for audience members
- Checking tickets at the main entrance to the show and providing wayfinding services to audience members to be able to use the cloakroom and toilet facilities
- Supporting the smooth running of the cloakroom facilities
- Directing and/or escorting audience members to the appropriate place for their entrance into the show
- Supporting the onboarding of audience members into the show, including the serving of pre-made drinks in the 'reception areas' and printing of name badges
- Addressing customer enquiries
- Accompanying audience members through the experience, being the eyes and ears of the rest of the Front of House team, ensuring the safety and comfort of audience members and radio-ing back to the Duty Managers if and when support is required
- Dealing with disturbances in a polite and professional manner
- Ensuring that audience only spaces are maintained in a clean, tidy and safe condition
- Ensuring audience members comply with venue rules and safe use of the venue
- Assisting in fire evacuations and first aid incidents



- Acting as Access Hosts where required - full training to be provided by accessibility partners Access All Areas

Person Specification

Essential

- Experience in a customer service role, ideally in immersive theatre, large-scale productions or location based experiences
- Ability to work well within a small dedicated team, with excellent attention to detail
- Ability to remain calm, positive and professional when working under pressure
- Ability to be creative and resourceful in problem solving
- Excellent verbal communication skills
- Reliable with excellent time management skills

Desirable

- First Aid Trained
- Fire Marshall trained

Company Culture

Since Sage & Jester's inception we have understood that, in order to have a chance to achieve our cause, we must prioritise not only the products that we produce, but the organisation that we build. We are serious about culture.

We have discovered and articulated a philosophy that we care about deeply, and regardless of position; our young, growing company needs people who not only fit into the culture, but aid us in our ability to better execute our philosophy, and thus, to build an organisation that has real impact, and we can all be deeply proud of.

These simple words will only serve as a hazy insight for now, but here are our deeply held values: critical thinking, listening, ambition, nourishment, playfulness and trust.



We hope these are principles that you will see and feel.

Interview Process

- The interview process will be:
 - 1 x 30 minute interview
 - After each phase we will provide an update (at minimum) within 1 working week

To apply for this role please email recruitment@sageandjester.com with your CV and cover letter (maximum one page). Subject line: Your name, Front of House Steward Application.

Application deadline: Applications will be considered on a rolling basis