

O.W.E.N.S

Job Description: Immersive Actor
Reports To: Immersive Experience Manager
Hours of Work: Various

Job Role:

1. Responsible for ensuring that all customers to the centre are welcomed and enjoy an extraordinary experience during their visit to the centre.
2. To ensure that you learn scripts and remain in character at all times with customers.
 - a. Study and rehearse roles from scripts to interpret, learn and memorise lines (if applicable), stunts and cues as directed.
 - b. Study scripts to determine project requirements
 - c. Practice characters artistic skills (if applicable)
 - d. Learn about characters and their relationships to each other to develop role interpretations
 - e. Perform humorous and serious interpretations of emotions, actions and situations, using body movement, facial expressions and gestures. (entertain public with comedic or dramatic performances)
 - f. Provide an input and contribution to your own character.
3. To ensure that you deliver and provide an adventure as set out in the company manual
4. Undertake split acting roles to support the adventures needs.
5. To carry out all inhouse and external training required by the company to ensure that you deliver a safe, effective, and entertaining service to our customers.
6. Responsible for daily use of the company POS and FOH system when required.
7. To be trained and willing to support all areas of the centre when required. Including stage performances, merchandise shop, front of sale and all immersive experiences.
8. To attend and provide input into regular team meetings.
9. Establish and maintain strong working relationships with customers including public and corporate.
10. To provide support to the management team with regards to marketing, including but not limited to promotional activity, sales, online videos etc.
11. To ensure the experience is reset and sets are ready for each experience to take place to a high standard.
12. Responsible for ensuring the work area is clean and presentable ready for each experience.
13. To complete daily/weekly/monthly checks as requested.
14. Health and safety responsibilities
 - To understand and acknowledge your responsibility towards Health & Safety (including Coshh, manual handling, fire management and Risk Assessments) within the centre and attend training sessions as requested by the management team.
 - To assist in the evacuation of the building should it be deemed necessary
 - Ensure security of FOH, POS areas and the adventure at all times
 - Open and close the building in a secure and safe manner according to established procedures and agreed times

- Keep working and public areas in a safe and tidy condition
- Responsible for maintaining a clean and health environment within the centre.
- Ensuring all areas of the centre are regularly cleaned. Cleaning rota will be arranged by the Duty Guest Experience Supervisor daily.
- Maintain accurate records of participant numbers in the activity.

12. Administration

- Undertake routine administrative work at the reception desk in support of other departments
- Play an active role in communicating important information and paperwork to and from reception, and between shifts according to established procedures, including email
- Take responsibility for ensuring personal knowledge of information and procedures is accurate and up to date
- Attend team meetings as requested
- Contribute to the Reception and Bookings manual and procedures as requested
- Responsible for handling money following correct company procedures.
- Ensuring that marketing material is on display at designated areas and that this material is kept in a tidy manner as all times

Employee Signature: _____

Print Name: _____

Date: _____

Person Specification

	Essential	Desirable
Recognised qualification in Drama		X
GCSE Level C and above in English	X	
A confident, calm and highly professional manner and attitude in all customer service related situations	X	
Previous experience of working in an immersive experience		X
Previous experience of front of house or reception work		X
Good performance under pressure	X	
Good team player	X	
Ability to take responsibility for health and safety procedures	X	
Mature and responsible attitude to employment	X	
First Aid qualifications		X
An interest in and a working knowledge of the acting profession	X	
Be creative to develop the characters within the centre.	X	
Good numeracy and ability to perform cash-up procedures	X	
Be flexible and adaptable to change	X	
Ability to work to and meet strict deadlines	X	
Able to form part of a strong team and actively input into the success of the experience	X	