

The background of the entire page is a photograph of the Royal Lyceum Theatre in Edinburgh at dusk. The building is a grand, classical-style structure with a prominent portico supported by tall columns. The pediment above the columns is inscribed with "ROYAL LYCEUM THEATRE." in capital letters. Several windows are illuminated from within, casting a warm glow against the deep blue twilight sky. A tall, thin flagpole stands on the roofline to the right.

The Royal
Lyceum
Edinburgh

Seasonal Customer Service Assistants Fixed term

Salary:

£13.45 per hour

Hours:

Guaranteed Minimum Hours contracts available from 8-20 hours per week, with opportunities for additional shifts.

Closing Date:

Wednesday 4th November at 11.30pm

Customer Service Assistant

We're looking for enthusiastic, customer-focused Customer Service Assistants to join our team in throughout the festive period.

You will love working with members of the public, be passionate about delivering outstanding customer service and enjoy working in a lively, fast-paced environment. As part of our Front of House team, you'll bring energy and initiative – engaging with audiences, maximising sales across all areas of the venue, and creating memorable moments that keep guests coming back.

You'll be confident behind the bar, serving drinks with speed, skill, and a smile, while spotting every opportunity to enhance the customer experience. You'll play a key role in welcoming audiences, assisting with seating and safety, and driving sales across our bars and merchandise points. We're looking for people who don't just serve customers – but engage with them, spot opportunities, and take pride in going the extra mile.

If you're confident, people-oriented, and enjoy working in a high-energy, performance-led environment, this could be the perfect role for you.

Key Responsibilities

- Deliver exceptional, friendly, and efficient customer service to every guest.
- Confidently promote and sell food, drink, and merchandise to maximise revenue opportunities.
- Anticipate audience needs and take initiative to enhance their overall experience.
- Handle cash and card transactions accurately and responsibly.
- Maintain the cleanliness, safety, and presentation of all Front of House and bar areas.
- Support the smooth running of performances – greeting guests, checking tickets, and assisting with audience management.
- Uphold licensing, health & safety, and security procedures.
- Represent The Lyceum's values and champion our commitment to hospitality, creativity, and inclusion

Hours

- Available during dates 28th November 2026 to 3rd January 2027
- We will offer Guaranteed Minimum Hours (GMH) contracts of 8, 12, 16, and 20 hours per week. Hours may vary week to week depending on operational requirements.
- Applicants must be available throughout the festive period and able to work with flexibility across the period including evenings, weekends and matinee performances. In addition, successful candidates will be required to work key dates, including 24 December, 26 December, 31 December and 2 January. Hours will be scheduled in line with business needs.

Person Specification

Essential Experience

- A confident communicator who thrives in a fast-paced, customer-facing environment.
- Previous experience in a front of house, hospitality, or bar role.
- A natural salesperson – comfortable engaging customers, recommending products, and upselling in a friendly, authentic way.
- Strong initiative, with the ability to think on your feet and make smart decisions.
- A team player who contributes ideas and energy to a positive, collegiate workplace.
- Flexibility to work evenings, weekends, and matinees throughout the festive period. Must be available for key dates as indicated above.

Desirable Experience

- An enthusiasm for theatre, live entertainment, and creating great audience experiences.
- Experience in event or venue-based customer service.
- A Personal Licence or similar bar service qualification.

Culture & Values

We expect all colleagues to contribute to a positive and inclusive working culture by living The Royal Lyceum Theatre Company's values of Excellence, Relevance, Openness, Passion, Courage and Care, and by role modelling these values in interactions with colleagues, artists, participants and audiences.





Why you'll love working with us

- Join a friendly, motivated team in one of Scotland's most iconic theatres.
- Be part of the excitement of live performance every day.
- Develop valuable skills in customer service, hospitality, and sales.
- Gain hands-on experience in a creative, collaborative environment.
- Employee Assistance Programme - 24/7 wellbeing support and access to virtual GP appointments
- 4% matched pension contribution
- Accrued holiday pay

How to Apply

We welcome applications in alternative formats including video or audio for access reasons, we are happy to discuss adjustments at any stage of the recruitment process. The Royal Lyceum Theatre Edinburgh is committed to equality, diversity and inclusion and welcomes applications from those underrepresented in the theatre sector.

Visit lyceum.org.uk/jobs to apply.

To apply, please submit a CV

To discuss the role and interview process further, please contact us at jobs@lyceum.org.uk

Closing date: Wednesday 4th November at 11.30pm

Interviews: Week commencing 9th November 2026