

JOB DESCRIPTION

Job Title:	Front of House Assistant
Reporting to:	Duty Manager
Rate of Pay:	£9.00 per hour
Hours:	Casual employed basis, evenings and weekends Expected minimum availability two events a month

Principle responsibilities

- To present a welcoming, courteous, helpful and efficient front of house service for the Landmark Arts Centre to all members of the general public
- To ensure the comfort and safety of the general public at all times before, during and after an event.
- To operate a box office facility at events and maintain the secure and accurate handling of all monies.

Main Duties

1. Customer service and public safety

- To welcome customers to events and classes and to act as the first point of contact.
- To be familiar with the Centre's facilities and activities, in particular with current and future events, in order to assist the public with queries and to promote the work and image of the Centre.
- To be familiar with the Centre's fire and evacuation procedures and to attend appropriate training in order to be able to carry out such procedures correctly.
- To be responsive to any other emergency that may occur, such as sudden illness, and to react with calmness, speed and efficiency.
- To anticipate the comfort and safety needs of customers at all times.
- To be aware of the standard of tidiness required in the foyer and the performance spaces and to be responsible for maintaining this standard during events.
- To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with tactfully.

2. Box Office & Shop

- To operate the box office at events and classes, distributing pre-paid tickets and processing new bookings.
- To process sales of items from the Landmark shop.
- To handle cash and credit cards sales with confidence.
- To assist customers as necessary.

3. General

- To work with and supervise volunteers as required during events and report any problems arising immediately to the Duty Manager.
- To undertake any training as required, both in-house and away from the Centre, in health and safety, first aid, fire & emergency marshalling and sales.
- In conjunction with the Duty Manager and team of volunteers, to clear the performance spaces of litter at the end of an event.
- To be aware of the Centre's health and safety rules as they affect the front of house area.
- To carry out other duties as shall reasonably be required by the Duty Manager.
- To unlock and secure the building in accordance with relevant procedures at the start and end of events or classes.

Person specification

- Enthusiasm for the arts and live events
- Enthusiastic and courteous manner
- Interest in working with members of the public
- Flexible about working hours and availability

Required skills and experience

- Experience in customer care
- Experience of handling cash

The role holder will be required to pass an enhanced Disclosure & Barring Service (formerly CRB) check before commencing employment with the Landmark Arts Centre.

Within the scope of the post the Landmark Arts Centre reserves the right to vary the duties and responsibilities of staff to suit the future needs of the organisation.