

Job title: Front of House Assistant

Department:

Service Area:

Grade:

JE number:

1 Job purpose:

To assist in keeping Front-of-House areas tidy and secure and to give assistance to members of the public and visitors; to support House Managers in maintaining high standards in all services and customer care; to assist with the general operation of all Frontline services.

2 Principal duties and responsibilities

1. To unlock and remove chains from exit doors and replace same at the end of business.
 2. To open the building in the morning and ensure that the building is clear and ready to receive members of the public. To ensure that the public areas are kept neat and tidy at all times.
 3. To replace posters of shows and concerts with current material, both here and off site, and to keep leaflet dispensers in foyers full of current literature.
 4. To welcome, help and advise visitors to the building, remembering that you are the first point of contact for the customers and therefore must ensure that your appearance is smart and presentable at all times
 5. To prepare rooms and foyer areas for meetings, receptions and events and ensure that after the event all chairs, tables and other effects are returned to their usual locations.
 6. To be fully conversant with the TRCH Safety Manual, in particular the Emergency Evacuation Procedures
 7. Assist with the delivery of all goods inward and ensure storage in the correct location. Ensure that all supplies are entered in the Goods received Book.
 8. By turns, to take the mail to the Post Office.
 9. Be on hand to assist customers and colleagues at performance times and carry out any duties that are show related as requested by the Duty Manager.
 10. To log any damage, missing light bulbs etc, or the malfunction of any equipment in the maintenance book and follow up with maintenance personnel as required.
 11. Regular evacuation drills will be carried out. Please ensure that you are familiar with the different types of fire extinguishers and appliances.
 12. To ensure that Health and Safety regulations are complied with, maintaining exit routes and ensuring that exit doors remain unobstructed
 13. Ensure that the building remains a safe and comfortable environment for customers and staff, being vigilant at all times and report to the Duty Manager any suspicious bags or activities.
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3 All staff are expected to maintain high standards of customer care in the context of the City council's Core Values, to uphold the Equality and Diversity Policy and health and safety standards and to participate in training activities necessary to their post.

4 This is not a complete statement of all duties and responsibilities of this post. The post holder may be required to carry out any other duties as directed by a supervising officer, the responsibility level of any other duties should not exceed those outlined above.

5 Numbers and grades of any staff supervised by the post holder: None

6 Post holder's immediate supervisor: Front of House Manager

Prepared by/author: Kate Collins **Date:** May 2014

Job title: Front of House & Operations Director

Note: This section should only be included in job descriptions issued to employees and should not be sent to all job applicants.

I understand and accept the job duties and responsibilities contained in this job description.

Signature: **Date:**

Person specification

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Areas of responsibility	Requirements	Measurement				
		P	A	T	I	D
Work to promote mutual respect and good relations	Must be aware and be fully committed to the City Council's policy on Equal Opportunities.		✓		✓	
Technical	Must be willing to undertake training to perform to the required standards of the job.		✓		✓	
Communication skills	Must be able to communicate effectively with a wide range of people maintaining a positive approach towards customer's needs at all times.		✓		✓	
Team work	Must be able to work on own initiative.		✓		✓	
Experience	Experience of working in situations (paid or voluntary) that require a high degree of customer contact and customer care.		✓		✓	
	Experience of working in a theatre, concert hall or equivalent and knowledge/passion for the arts.		✓		✓	
Work Related Circumstances	Willingness to comply with the City Council's non-smoking policy.		✓			

P: Pre-application **A:** Application **T:** Test **I:** Interview **D:** Documentary evidence