



## **JOB DESCRIPTION**

**JOB TITLE:** Front of House Assistant

**DEPARTMENT:** Waterside Arts Centre

**GRADE:** Band 1 (Annualised Hours, 576 hours per year)

**SALARY:** £16,394 - £16,863 per annum pro rata

**DIRECTLY RESPONSIBLE TO:** Front of House Manager  
Venue Operations and Hires Manager

**DIRECTLY RESPONSIBLE FOR:** N/A

### **Main Purpose of the Job:**

To assist in the smooth running of events including collecting tickets, meeting and greeting visitors to the Waterside Arts Centre, ushering in the theatre and selling drinks and merchandise in the Bar. To assist the Front of House Team in the effective delivery of catering for a variety of events, meetings and private events including weddings.

### **Main Duties:**

- To meet and greet visitors to the arts centre, including collecting tickets and ushering in the theatre.
- Provide service on arts centre's bars during the day/evening and pre-show, interval and post-show drinks.
- Providing a catering service for events and conferences that take place within the arts centre.
- Effective cash handling of catering sales points.
- Stock control and recording of all stock sold via the bar and conferences.
- Service of drinks and refreshments for exhibition launches, press nights and other VIP events.
- Ensuring that all stock levels are suitable for the events taking place.
- Selling a variety of merchandise from the gallery bar and other sales points.
- On occasion, covering shifts as Box Office Assistant.
- Tidying the premises after events and shows.
- Any other duties deemed in line with the nature of the post.

**Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

**Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

**Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

**Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

**Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

**Confidentiality**

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

**Information Governance**

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.

## PERSON SPECIFICATION

**JOB TITLE:**            **Box Office / Front of House Assistant**

**DEPARTMENT:**   **Arts & Culture Service, Waterside Arts Centre**

**GRADE:**            **Band 1**

**STAGE ONE:**

**Disabled candidates are guaranteed an interview if they meet the essential criteria**

MINIMUM ESSENTIAL REQUIREMENTS	METHOD OF ASSESSMENT *
<b>1. Qualifications/Training etc.</b>	
<b>2. Experience</b>	
Experience of working in a Customer Service Environment.	A/I
Experience of cash handling.	A/I
Experience of working in an event or hospitality environment.	A/I
Bar experience	
<b>3. Knowledge</b>	
Knowledge and an understanding of excellent customer service.	A/I
<b>4. Skills &amp; Abilities</b>	
Ability to follow instructions to high standard.	A/I
Ability to carry out high quality customer service and interact with customers in a pleasant and courteous manner.	A/I
Ability to work calmly in a busy environment (e.g. serving on the bar during busy events)	A/I
	A/I

Ability to work unsupervised/on own initiative.	A/I
An interest in the arts and culture and a desire to work in an arts and cultural venue.	

**STAGE TWO: Will only be used in the event of a large number of applicants meeting the minimum essential requirements**

ADDITIONAL REQUIREMENTS	METHOD OF ASSESSMENT *
<b>1. Qualifications/Training etc.</b>	
<b>2. Experience</b>	
Experience of working in an environment focused on the community.	A/I
Experience of working in an arts or cultural venue.	A/I
<b>3. Knowledge</b>	
<b>4. Skills &amp; Abilities</b>	

**\* Method of Assessment**

**A** = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,  
**P** = Presentation, **T** = Test, **AC** = Assessment centre

Date prepared/revised: Feb 2014

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