

| | |
|----------------------|--|
| Job Title | Casual Front of House Assistant |
| Job Family | Visitor, Business and Economy |
| Service Area | Service Delivery |
| Band | 1 |
| Job Reference | |

| | |
|------------------------|-----------------------------------|
| Reporting to: | Responsible for: |
| Front of House Manager | No line management responsibility |

Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and Berry Theatres are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

To welcome and assist all visitors to our venues and activities, demonstrating a dynamic sales approach across ticketed events, classes, room bookings, café bar and participation programmes. The role will ensure a consistent high level of customer service is maintained and maximise opportunities to sell products and services and generate income. This role will be required to support visitors working in our Front of House and across our Café Bar and catering offer. This role is required to work across two venues plus evening and weekend work.

Key Accountabilities

Sales & Reporting

- To proactively sell shows and services maximising revenues
- To ensure the highest levels of customer service working with the Front of House Manager to deliver a complete visitor experience.
- To set up public front of house areas for events
- Cleaning/tidying of bar and catering areas including kitchen, bar and stores.
- To assist all enquiries by understanding our products and programmes.
- To encourage donations during customer visits and upsell memberships

Customer Service

- Develop a positive relationship with our visitors, providing exemplary customer service
- Provide exemplary customer service throughout their journey.
- Use internal radios to communicate with the other team members on duty as required
- Develop a positive welcoming relationship with our visitors.
- Welcoming all visitors into the building, greeting them upon arrival to the venues.

Compliance

- Ensure that accurate data is collected following current procedures

- Ensure awareness of appropriate licensing regulations
- Ensure compliance for all legal food and beverage requirements
- Comply with data protection regulations at all times and report breaches immediately
- Act in accordance with all Front of House policies, procedures and risk assessments.
- Be the Front of House Fire Warden, taking responsibility for leading the evacuation of all FOH areas.

Key Objectives

| | |
|------------------------------------|--|
| Working with customers | Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand. |
| Working towards the Corporate Plan | Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan. |
| Knowledge of services | Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services. |
| Using systems effectively | Ability to quickly learn new systems. |

Specific Tasks

| | |
|---|---|
| Case Management skills | Able to use internal systems to raise cases and input data |
| Team work and working with others | Ability to work with a broad range of internal and external teams to forge effective working relationships |
| Enquiries, reports and service requests | Resolving cases using developed communication techniques. |
| Processing and administration | Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles. |
| Strategy and policy | Recommending developments to council processes and policies and contribute to the development of service strategy. |
| Performance | Contribute to the development of performance and quality control KPI's in digital and service delivery. |

Qualifications

Qualifications

Good numeracy and literacy
GCSE English and Maths or equivalent

Knowledge, Skills and Experience

- Excellent communication skills
- IT skills including the use of Word, Excel and Outlook
- Cash handling
- Working knowledge of a ticketing or sales system
- This role will require working some unsociable hours

Specialist Knowledge

- Knowledge of box office/Sales systems (essential)
- Knowledge of The Point and The Berry Theatres, and their Arts and Culture programme (desirable)

| | | |
|-------------------------------|--|--------------|
| Signed (Job Holder): | | Date: |
| Signed (Service Lead): | | Date: |

The Way We Work Framework

Central to the delivery of the role are the Council's values (Fairness, Ambition, Empowerment) and behaviours and all employees are expected to work within the Council's 'The Way We Work Framework.' These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

| Behaviours | Definition |
|-----------------|---|
| Think Customer | Recognise and demonstrate an understanding that customers/partners and customer satisfaction are the foundations of the council's organisational success. |
| Think Colleague | Be willing to work as part of a team and work collectively towards achieving organisational goals |
| Think Different | Be willing to be adaptable and open to change, learning new things or take on new tasks as required. Display a 'can do' attitude |
| Take Pride | Recognise and celebrate your own success and those of your colleagues |

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.