



JOB DESCRIPTION

Position:	Front of House Assistant
Reports to:	Front of House Supervisor
Hours:	30 hours per week
Salary:	£12.21 per hour
Holiday entitlement:	20 days per annum, rising by one day per year to a maximum of 25 days (pro rata)

OVERVIEW

We're looking for a friendly, enthusiastic team player to join us as a Front of House Assistant. You'll play an important part in making sure we provide our visitors with the best experience, whether that is selling tickets at the Box Office, serving in the Café & Bar, or welcoming audiences to our indoor or outdoor events. You will work a mix of shifts across the week so you will experience the whole range of activities and performances that we present, including big name comedians, classic theatre performances, family activities and our much-loved pantomime.

Main Responsibilities Include

- Demonstrating and maintaining excellent standards of customer service
- Providing and maintaining a high standard of welcome in the building
- To be knowledgeable about all Corn Exchange Trust activities and be able to share this knowledge appropriately with all visitors
- Using the Spektrix ticketing system for selling tickets and other items, and inputting basic marketing information
- Using the EPOS till system on the Kitchen & Bar to sell drinks, food and other consumable items
- To run Front of House, show arrangements for films and live performances, managing flow of audiences

Key Objectives

- Demonstrating excellent customer service
- Providing a welcoming atmosphere to artists, visiting companies and the general public
- To be adaptable to each customer service role, changing during shifts as required
- Acting as front desk reception, greeting visitors and assisting with queries
- To tend the bars and kiosks, serving hot and cold drinks, food, snacks and merchandise
- Working with the Front of House Supervisors and Marketing team in delivery of sales/development plans for all front of house areas
- Keeping Front of House areas presentable, including keeping marketing displays up to date, and helping manage print and film deliveries and when necessary, carrying out emergency cleaning.
- Following Covid-19 government and industry guidelines, such as regular cleaning of touch points
- Assisting with the Development & Fundraising department by asking every customer for a donation at the Box Office (in person and over the phone).
- Meeting monthly targets (relating to donation asks) and thereby consistently achieve this target each month.
- To report any maintenance or cleaning issues to Head of Technical where a simple fix is not possible
- Assisting in the evacuation of the building as necessary
- Preparing and presenting the Cafe & Bar areas and kiosk selling points, helping to keep all areas clean as well as stocking shelves, fridges and freezers
- Using pro-active sales techniques, including up-selling and cross-selling
- Cashing up bar and box office tills
- To attend and contribute to Front of House team meetings
- To set up and move outdoor and indoor furniture, as appropriate.
- Assisting other departments with administration tasks such as (but not limited to) Marketing mailings, contacting customers about classes/workshops, changing and updating Marketing print that is delivered and ensuring Marketing materials are kept up-to-date and presentable in the Front of House areas.

Additional Requirements

- Demonstrating a commitment to the Corn Exchange Trust's core values
- To publicly represent and be an advocate for the Corn Exchange Trust in a prepared and professional manner and to maintain confidentiality, as appropriate
- Working evenings and weekends as per the team rota
- To undertake any other duties which may reasonably be requested by a Supervisor/Manager in the Front of House team, or another department

Front of House Assistant

Person Specification

Essential; the ideal candidate will

- Be well presented, with a confident and polite manner
- Have a naturally positive attitude and outlook
- Have a good understanding of principles of customer service, including customer focussed decision making
- Be able to use their initiative to solve any problems that may arise & also be able to look ahead and plan for any potential problems
- Enjoy working with people and the general public
- Be able to demonstrate the ability to multi task or adapt to different, changing situations
- Be computer literate (though training to be given on specific software)
- Have a pro-active, can-do attitude
- Be a team player whilst being able to work independently, as part of a team
- Act calmly in potentially difficult or challenging situations

Staff Benefits

- 20% discount in the Kitchen & Bar
- Free theatre and film tickets (limitations do apply)
- We have a small car park