



JOB DESCRIPTION

Position:	Front of House Assistant
Reports to:	Front of House Supervisor
Hours:	20 hours per week
Salary:	£11.44
Holiday entitlement:	28 days per annum including bank holidays 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.

Due to the service of alcohol, all candidates must be 18 years of age or older to comply with legal requirements

Main duties include:

- Demonstrate and maintain excellent standards of customer service
- Provide and maintain a high standard of welcome in the building
- Possess a thorough understanding of all Corn Exchange Trust activities and effectively share this information with visitors as needed
- Operate the Spektrix ticketing system to sell tickets and other items, and enter basic marketing information
- Use the SBS EPOS till system on the Kitchen & Bar to sell drinks, food and other consumable items
- Oversee front-of-house arrangements for films and live performances, managing audience flow efficiently
- Support food preparation in compliance with food hygiene and safety standards.

Key Objectives include:

- Demonstrate excellent customer service
- Provide a welcoming atmosphere to artists, visiting companies and the general public
- Assist with food preparation: Support ingredient preparation, portioning, and cooking as directed, following hygiene and safety protocols
- Maintain cleanliness and equipment: Keep work areas sanitised, clean equipment after use, and report any issues
- Adhere to food safety standards: Follow food handling guidelines, label items, check expiration dates
- Comply with Health and Safety: Observe all health and safety regulations, including allergen management and waste disposal procedures
- Be adaptable to each customer service role, changing during shifts as required
- To act 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 maintaining marketing displays up to date, and helping manage print and film deliveries and when necessary, carrying out emergency cleaning.
- Assisting with the Development & Fundraising department by asking every customer for a donation at the Box Office (in person and over the phone).
- To consistently achieve set targets through proactive engagement and effective sales techniques
- To report any maintenance or cleaning issues to Head of Technical where a simple fix is not possible
- Assist in the evacuation of the building as necessary
- Prepare and present the Cafe & Bar areas and kiosk selling points, helping to keep all areas clean as well as stocking shelves, fridges and freezers
- Cash up bar and box office tills
- To set up and move outdoor and indoor furniture, as appropriate.
- Assist 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

We're looking for candidates who ideally bring the following:

- A natural positive attitude and outlook
- 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
- Be well presented, with a confident and polite manner
- Enjoy working with people and the public
- Be able to demonstrate the ability to multitask or adapt to different, changing situations
- Be computer literate (though training to be given on specific software)
- 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)
- Discounts with local partner businesses
- We have a small car park which is usually available on a first come first served basis