

Casual FOH Assistants

Hours: Casual

Responsible to: Arts & Events Manager (Line Manager)
Performing Arts Technician & Administrator
Technical Manager

Duties & Responsibilities

- Front of House duties
- Box Office including:
 - Answering enquiries by phone and in person
 - Taking reservations and completing box office transactions
 - Printing and distributing orders
- Stewarding
- Bar Service & Supervision
- Act as a Fire Marshall
- Maintenance of a clean, tidy and safe working & public environment, including some cleaning duties as necessary.

Person Specification

Essential

- Some experience of working in a customer facing environment
- Some experience of handling money and customer financial transactions
- A flexible and adaptable approach to work, including late night, weekend and Bank Holiday working
- Good all round ICT abilities, (A good working knowledge of Microsoft Office & email) as well as an ability to adapt quickly to job specific IT programmes
- A positive and self-motivated work ethic
- A professional and friendly attitude when dealing with customers
- A polite telephone manner, and ability to deal with people face to face, under sometimes pressurised situations
- Good initiative, and an ability to think logically and to problem solve under pressure
- The ability to work well within a team or independently, and show initiative
- Strong listening skills combined with the ability to confidently interact with clients
- A strong customer focus on positive image and professionalism
- Excellent time management and organisational skills
- A willingness to learn new skills
- Understanding of safeguarding and promoting the welfare of children and young people

Desirable

- Experience of running or assisting at events
- Maths & English GCSE
- A knowledge of health and safety practice

Hours

Availability for upcoming shifts will be requested 4 weeks in advance. The confirmed rota is issued 2 weeks before the event. These shifts and their times may be subject to change at short notice.

Rate of Pay

You will be paid at the current hourly rate of £12.71 for the Performing Arts Centre (PAC) Assistant role. Pay claims must be submitted monthly on a sessional pay claim form. You will only be paid for the hours that you work and will be paid monthly in arrears at the end of the month following that in which you worked.

Training

Appropriate job specific training will be provided, if not already undertaken.