



Job Description for Front of House Assistant

Job Role Specification

Post: Front of House Assistant

Line Manager: Front of House & Duty Manager

Purpose of the job

- To ensure the comfort and safety of the general public at all times before, during and after a performance.
- To be a positive representation of the 1532, providing a welcoming, courteous, helpful and efficient service to all members of the general public.
- To be pro-active on behalf of the 1532 with regards to customer care and front of house sales.

Duties and Responsibilities

Public Safety;

- To anticipate the comfort and safety needs of theatregoers at all times.
- To be familiar with the 1532's fire and evacuation procedures and to attend the appropriate training in order to be able to carry out emergency procedures correctly and confidently.
- To be responsive to any other emergency that may occur, and to react with calmness, speed and efficiency.
- To be aware of the standard of tidiness required in the foyer and the auditorium and to be responsible for maintaining the standards whilst on shift.
- To be familiar with the 1532's facilities, ethos and programming in order to assist the public with queries and to promote the work and image of the venue.

Front of House & Bar Duties;

- To set up and restock the bar following instructions from the Duty Manager or 1532 Operations Manager.
- To sell drinks, ice creams, programmes and merchandise and any other catering needs to the general public.
- To clear down and clean the bar and front of house area at the end of an event.
- To take responsibility for cash handling, accurate accounting of sales and takings and following 1532's procedures and policies.
- To check tickets and act as an usher during internal and external events at 1532.
- To assist 1532 customers and audiences members requiring access support.
- To supervise audience members during performances, including latecomers.
- Helping with Box Office duties as required by the Duty Manager.

General;

- To ensure knowledge of the rota and that any problems arising are reported immediately to the 1532 Operations Manager.
- To wear the 1532 uniform at all times on duty and to adhere to the venue's uniform and presentation policy.
- To be aware of the theatre's Health and Safety regulations and how they impact yourself, your working environment and others.
- To carry out any other duties as reasonably required by the Performing Arts Centre Manager.

This job description is not necessarily a comprehensive definition of the post. It may be subject to modification or amendment at any time after consultation with the holder of the post.

Candidate Specification

It is expected that the Front of House assistants will possess the following attributes:

L = assessed through evidence from application form, references and letter of application	I = assessed at interview	E / D = Essential / Desirable
Prior experience of working in a customer facing role	L	D
Prior experience of roles that required accurate cash handling	L	D
Prior experience of working in a bar	L	D
A self-starter who is motivated and shows initiative	L	E
A passion for theatre, arts, live performances and events.	L	E
An enthusiastic and approachable nature	L	E
A sense of humour and an optimistic, resilient style when faced with pressure	L	E
The ability to develop good working relationships with the 1532 team and build a good rapport with customers.	L	E

Working hours and conditions

Dictated by the programming of the venue.

Salary

In line with national minimum wage levels:

- 18-20 years £6.15 per hour
- 21-24 years £7.70 per hour
- 25 years and over £8.21 per hour

How to apply

To apply, application forms, accompanied by a brief covering letter, should be sent to Miss Rose Moscrop, HR Administrator, Bristol Grammar School, University Road, Bristol, BS8 1SR, bgshr@bgs.bristol.sch.uk

The closing date for applications is 02 September 2019, at 9am.

A brief interview will be arranged with the Theatre Manager and Front of House Manager. Interviews will be taking place during the week commencing 09 September 2019.

Bristol Grammar School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. In accordance with our Child Protection Policy we are unable to process applications without a fully completed application form. The post is exempt from the Rehabilitation of Offenders Act 1974. All convictions, cautions and bind-overs, including those regarded as 'spent' must be declared when applying. The applicant may post such a declaration in an envelope marked 'Private & confidential for the Headmaster' which will only be opened should the candidate be shortlisted. The successful applicant must obtain List 99 clearance and DBS (Disclosure and Barring Service) clearance at enhanced level.