

# Front of House Assistant

Job Description: April 2017

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## About Shoreditch Town Hall

Shoreditch Town Hall is a vital, non-traditional arts, events and community space: a unique home for original and adventurous arts and artists from across the world and a flagship venue for Hackney. Housed in one of the grandest former civic buildings in the City, the Town Hall introduced an arts, community and engagement programme just four years ago following £2.3m of capital investment. With eight performance spaces ranging from 40 to 750 capacity, the building has become a vibrant home for unique and ambitious live performance and events, welcoming 70,000 people through its doors every year.

The Town Hall's artistic programme has recently included work by Analogue, Andrew Schneider, China Plate, Curious Directive, dreamthinkspeak, Greg Wohead, Jamie Lloyd, Kneehigh, London International Mime Festival, LIFT, Nigel Barrett & Louise Mari, Royal Shakespeare Company, Serious, Spymonkey, The Wardrobe Ensemble and more. Recent event clients have included Alexander McQueen, Amazon, Digital Shoreditch, Fred Perry, The Guardian News & Media, Red Bull, University of the Arts, London and the filming of *Florence Foster Jenkins* and *The Lady in the Van* amongst others.

## Main Purpose of the Role

Front of House Assistants assist the Duty Manager to ensure the smooth operation of all events and performances at Shoreditch Town Hall. The role encompasses bar, reception, box office, ushering, cloakroom and general event set up work. The Front of House team need to work together to provide a friendly and safe environment for all patrons. They will take responsibility for ensuring the health, safety and wellbeing of all visitors to the building, conducting themselves in a confident, professional and pro-active manner to ensure a high level of service to all users of the building and an efficient and exceptional experience for all artists and event hirers.

## Duties and Responsibilities

### Bar

- To provide excellent customer service during artistic and commercial events at Shoreditch Town Hall.
- To set-up and/or clear down the Town Hall's pop-up bar facilities (including fridge and stock movement).
- To ensure that all patrons are served as efficiently as possible, in a professional and friendly manner.
- To remain actively informed of all the products available at the bars, as well as all of Shoreditch Town Hall's facilities and operational procedures, including licensing regulations.
- To ensure the security of all cash held behind the bar and abide by the Cash Handling Procedures.
- To calculate the cost of purchases correctly and ensure that the correct change is returned to the customer.

- To monitor stock levels throughout the hours of service, replenishing as necessary.
- To maintain appropriate levels of hygiene and cleanliness at all times.
- To ensure that at the end of service all bars and other areas are clean, tidy, re-stocked.

### **Box Office**

- To provide excellent customer service during artistic events at Shoreditch Town Hall.
- To handle cash and take credit card payments.
- To co-ordinate any returns queues and, alongside the Duty Manager, determine when it might be appropriate to re-sell any uncollected tickets on a first come, first serve basis.
- To be well informed of specific information relating to any of the Town Hall's productions such as, running times, cloakroom and bar services, age guidance and merchandise sales.

### **Usher**

- To ensure that the auditorium is clean and tidy prior to the Duty Manager opening the house.
- To check all tickets prior to attendees entering the auditorium and directing them to the appropriate area.
- To remain actively informed of the seating layout in operation for each event or performance in order to solve any seating queries quickly and efficiently.
- To take cash or card payments for merchandise as necessary.
- To ensure the security of any cash held, abiding by Cash Handling Procedures at all times.
- To be well informed of specific information relating to any of the Town Hall's productions such as, running times, cloakroom and bar services, age guidance and merchandise sales.
- To understand Shoreditch Town Hall's evacuation procedures and take an active role in case of an evacuation.
- To ensure the auditorium is clean and tidy at the end of each performance or event.

### **Reception**

- To ensure that visitors are welcomed and dealt with in an efficient and friendly manner.
- To maintain a visitors' book and ensure that all visitors are signed in and out.
- To ensure that visitors are directed quickly to the relevant person and/or area of the building.
- To be the first point of contact for telephone enquiries, to answer queries where possible and/or to re-direct the call to the appropriate person.
- To receive and distribute post and deliveries for the Town Hall, its tenants, artists and event hirers.
- To provide information to visitors and callers about the Town Hall.
- To ensure there is an adequate supply of brochures, flyers and any other information and print available at all times
- To ensure that the Reception area is always clean, tidy and welcoming.
- To keep a log of keys and ensure that all keys issued are signed for and returned.
- To ensure efficient handovers at the end of a shift to other Front of House Assistants and/or Duty Managers.

### **Cloakroom**

- To ensure the security of the visitors' belongings in the cloakroom by using the cloakroom ticketing system.
- To store the visitors' belongings appropriately in the cloakroom area, safeguarding items and returning items when requested.
- To liaise with the Duty Manager if there are any issues with lost property.

### **General**

- To assist the Duty Manager to ensure the health, safety and well-being of all users of the building.
- To attend any relevant training as decided by the Front of House Manager.
- To assist the Duty Manager in the set up and tear down of events and performances.
- To ensure all front and rear of house areas are constantly presented to a high standard, are secure and health and safety compliant at all times and are ready to open at designated times.
- To abide by and enforce all policies and procedures, including health and safety and licensing regulations.
- To deal with customer queries and complaints appropriately and effectively, in a friendly and professional manner.
- To attend to any reasonable cleaning requests as appropriate.
- To set-up and/or clear down any furniture and production equipment in spaces as required by hirers, artists and staff.
- To provide support to all users of the building with regards to physical access requirements.
- To ensure that all visitors to the Town Hall have the best possible experience, always maintaining exceptional customer service skills.
- To publicly represent Shoreditch Town Hall in a prepared and professional manner.
- To work unsocial hours as required.
- To maintain confidentiality.
- To undertake any other duties which may be reasonably requested to ensure the smooth running of Shoreditch Town Hall.

It is inevitable that over time the emphasis of this job may well change without altering the general character of the role or the level of duties and responsibilities entailed. This information will be periodically reviewed, revised and updated in consultation with the post-holder to reflect appropriate changes.

### **Terms & Conditions**

Job Title: Front of House Assistant

Responsible to: Front of House Manager

Contract: Casual

Hours: By arrangement, day-time, evenings, weekends and bank holidays.

# Front of House Assistant

Person Specification: April 2017

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## Essential

- Previous experience of similar roles.
- Experience of working in a public building, ideally customer-facing and within the arts or heritage sector.
- Ability to work independently and unsupervised, using own initiative.
- An active team player.
- Strong sense of responsibility, reliability and personal maturity.
- Open and hands-on approach to all tasks as well as being an efficient and effective problem solver.
- Ability to remain adaptable and flexible at all times.
- Strong attention to detail.
- Good communication skills.
- An awareness and experience of health and safety legislation and practice.
- Experience of cash handling.

## Desirable

- Previous experience in an arts venue in similar roles.
- First aid qualification.
- Fire warden training.