



Job Description

Job title	Casual Front of House Assistant	Hours	<i>Casual hours, daytime shifts available with potential of some evenings and weekends</i>
Department	Growth and Culture	Salary	SK3 (£13.45 per hour + rolled up holiday pay of £1.62 per hour)
Location	Guildhall Arts Centre	Contract	Casual

Main Job Purpose

- Welcoming customers to the venue
- Work on reception for key events
- Working with visitors and customers with a professional, polite, responsive and friendly manner so that customer satisfaction is maintained at all times
- Being knowledgeable and enthusiastic about all arts centre products and services.
- Sell tickets and hand out tickets awaiting collection before performances.
- Assist the Duty Officer with room set ups to ensure that all events run smoothly.
- Administrative duties including checking floats and cashing up.

This role is politically restricted.

Main Statement of Responsibilities

- To provide all necessary support to the Venue Manager in ensuring that all duties required for the smooth running of the building are undertaken.
- To provide flexible cover for Reception and Front of House on a rota basis which could be a combination of day, evening and weekend shifts.
- To assist the Duty Officer in the preparation of rooms for events. Putting out and tidying away tables, chairs and equipment for meetings or functions.
- Ensure that all customers and visitors are welcomed and dealt with in a polite, friendly and responsive manner.
- Be proficient in the use of our ticketing system (Spektrix) and our central diary system (Artifax) full training given.
- Be an on- site point of contact for customers and audiences.
- Work with our volunteers to ensure welcoming audiences pre-show runs smoothly and sell programmes or merchandise as needed.
- Ensure appropriate publicity materials are displayed for forthcoming shows and leaflet racks are stocked.
- Update welcome boards with the day's events and timings.
- Answering general telephone and email enquiries.
- To ensure that Council policies on health and safety are adhered to and assist in the evacuation of the building in an emergency.

Core values



Our vision is to “be the best district in which to live, work, and visit.” To achieve this promise, we are building an organisation with a strong internal culture. Our values determine how we behave and deliver services to our residents and businesses and how we interact with each other, and we believe that our values are just as important as skills.

They focus attention on six areas:

Trust

- We act with credibility, professionalism and integrity in all that we do.
- An important guiding principle in the Council’s operations and decision-making process, Trust is found in all relationships; from colleagues, Members and building our resident’s trust.

Empowerment

- Committed to creating an environment where colleagues are encouraged and supported to take initiative.
- A culture of collaboration and teamwork where everyone is encouraged to share ideas, contribute and work together.

Accountability

- Taking responsibility for our actions and operating in a transparent manner.
- Being responsible for our own performance.

Making a Difference

- Addressing the complex challenges we face with innovative solutions.
- Driven by a purpose to create a positive impact and improve the lives of residents and the community of South Kesteven.

Supportive to All

- Putting residents at the heart of everything we do.
- Being an inclusive Council that values and celebrates diversity.

Kindness

- Empathy and understanding of others.
- Treating everyone with respect.





Flexibility

Some flexibility in the working hours will be required from time to time. This job description is not intended to be exhaustive. The post holder will be expected to adopt a flexible attitude to duties which may have to be varied (after discussion with the post holder) subject to the changing needs of the organisation.

Person Specification

Relevant Experience, Skills and Knowledge

Essential

- Previous experience in a customer orientated environment
- Flexibility in terms of hours and duties
- Good IT skills

Desirable

- Previous experience of work in a similar role
- Awareness of evacuation procedures in a customer oriented organization

Relevant Qualifications

Desirable

- Willingness to undertake further training

Communication and Interpersonal Skills

Essential

- Effective communication skills
- Good Interpersonal skills
- Effective customer care skills
- Effective organizational skills
- Ability to work on own initiative