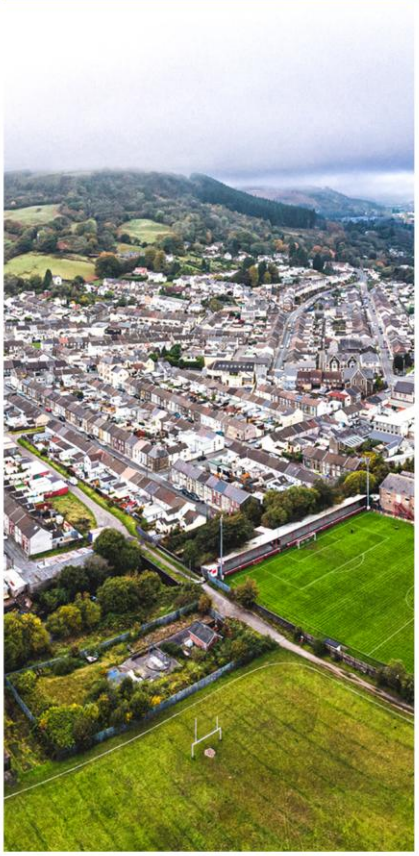
SWYDDI CYNGOR
RHONDDA CYNON TAF
COUNCIL JOBS

RHONDDA CYNON TAF







Pecyn Gwybodaeth i Ymgeiswyr

Candidate Information Pack

Mae'r ddogfen hon ar gael yn Gymraeg / This document is also available in Welsh.

JOB DESCRIPTION

Front of House Assistant

Post Reference Number: POST007496/POST007459
Date of Job Description: December 2023
Version: 1

Grade	Grade 4
Location	Coliseum & Park & Dare Theatres
Group	Community Services
Division	Culture, Leisure & Visitor Experiences
Department/Section	Cultural Service
Team/Sub Section	Theatres
Responsible to	Front of House Supervisor
Posts reporting to this post	None
DBS Required	Enhanced with both workforce

Why work for Rhondda Cynon Taf Council?

Rhondda Cynon Taf Council is one of the largest Local Authorities in Wales. Our vision is for a Rhondda Cynon Taf where "All people, communities, and businesses can grow and live in a healthy, green, safe, vibrant, and inclusive County Borough where they can achieve their full potential in all aspects of their lives and work, both now and in the future"

If you work for us, your work contributes to making a positive difference in our communities. We are committed to creating a rewarding and inclusive working environment that reflects our values and priorities.

We provide excellent induction, training, and development programmes to help you grow within your role and career. You'll be challenged and supported through new opportunities to build new and transferable skills whilst making an impact.

Wellbeing and Work-Life Balance
In our comprehensive Workforce Wellbeing Strategy, which recognises the many elements influencing overall wellbeing. We offer a wide range of benefits and support services to help you thrive in the workplace.

You will have access to a range of wellbeing initiatives including discounted **Leisure for life** membership**, 'Vivup Card'** for discounts on hundreds of products and services and a **Cycle to Work** scheme.

We commission an **Employee Assistance Programme** (EAP) which gives access to 24/7 wellbeing support as well as a wealth of online resources including self-help workbooks, podcasts and health assessments.

Our **pension scheme** offers competitive benefits, with additional financial savings to be had with discounts on hundreds of products and technology and car purchase schemes providing additional ways to manage personal finance, all available through the **staff benefits** platform. There are further opportunities to boost financial wellbeing by learning more via the **Salary Finance** workshops.

In addition, we support work-life balance through flexible, family friendly policies and a generous annual leave entitlement, starting at 26 days (pro rata) rising to 31 days after 5 years of service, plus 8 public holidays and the option to purchase additional annual leave (up to 10 days pro rata). Our inclusive workplace also celebrates diversity with staff networks for employees including the Allies Network, Disability and Carers network, Perthyn (LGBTQ+ Network) and Spotlight (open to Black, Asian, and minority ethnic staff).

Please see our career pages to find out more about working for us.

Purpose of the post:

- **To promote a positive image of the theatre, the service and the Council to all customers, artists, project partners and visitors**
- **To be a member of the front of house team and provide cover for the box office, bar, front of house and kiosk as directed by the Manager on Duty**
- **To enhance the customer experience whilst in the theatre**
- **To implement the theatre's emergency evacuation procedure should the need arise under the direction of the Manager on Duty**

What you will deliver:

1. To be a positive, front-line face of the theatre.
2. To proactively provide information to customers and encourage repeat visits so that the theatre is better able to meet its financial income targets.
3. To be a member of the front of house team and provide cover for the box office, bar, front of house and kiosk as directed by the manager on duty.
4. To proactively sell tickets as well as bar, kiosk and foyer items so that the theatre is better able to meet its income targets.
5. To operate the computerised ticket system (Provenue) and ensure that accurate audience data is captured.
6. To check the cash float issued at the start of the shift and 'cash up' at the end of the shift in accordance with the Service and Council's procedures.
7. To be aware of the Cultural Service's programme of events and attend team meetings and training opportunities as required.
8. To canvass audience members as required by the service's Theatre Programme and Audience Development Manager in order to gain feedback.
9. To receive complaints and compliments from audience members and pass them on to the manager on duty.
10. To implement effective stock control procedures under the direction of the manager on duty.
11. To ensure that customers comply with the theatre's policies (licensing, health & safety etc.).
12. To comply with Service and Council policies and procedures (financial, health & safety, licensing, safeguarding etc).

To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required by the Service Director, or as a mutually agreed development opportunity.

To comply with the Council's Health and Safety Policies and procedures and undertake any relevant health and safety duties in accordance with local arrangements.

To support the Council to play its part in tackling Climate Change and meeting its Carbon Reduction targets across the services it delivers and also in the goods and services it buys or commissions from other organisations.

What you will deliver:

All staff have a valuable and vital role in keeping people safe. Any person with concerns regarding the safety of a child or adult at risk, OR the behaviour of a colleague towards a child or adult at risk, has a responsibility to report this immediately. This should be done via the person's Line Manager, Designated Safeguarding Lead or contact the Cwm Taf Multi Agency Safeguarding Hub.

THE CONTENTS OF THE DOCUMENT WILL BE SUBJECT TO REVIEW FROM TIME TO TIME IN CONSULTATION WITH THE POST HOLDER. JOB DESCRIPTIONS MAY BE AMENDED TO REFLECT AND RECORD SUCH CHANGES.

PERSON SPECIFICATION

This Person Specification sets out the knowledge and/or qualifications, past experience and personal competencies that would be ideal for this particular post.

The **Knowledge/Qualifications** and Experience sections describe what is required in terms of the technical ability that is needed to do this job successfully.

The **Competencies** section describes the kinds of non-technical skills, abilities and personal characteristics that the ideal person for this particular role would have. The competencies describe how that person would ideally work with other people and how they would approach their responsibilities.

The **Special Conditions and Professional Requirements** section describes any other qualities appropriate to the particular circumstances associated with this role.

Knowledge / Education:

Essential	Desirable
Interest in theatre and the arts	Knowledge of Health and Safety
	Use of computerised tills and ticketing systems

Experience:

Essential	Desirable
Working as part of a team	Experience of bar work
Working in a face-to-face customer service environment	Experience working in a theatre box office
Cash handling	

Welsh language skills:

Essential		Desirable	
Welsh Language Level 1	☒	Welsh Language Level 2	☐
All employees will be required to undertake a basic Welsh Language induction to reach this level		Welsh Language Level 3	☐
		Welsh Language Level 3-5	☒
Welsh Language Level 2	☐	Welsh Language Level 4	☐
Welsh Language Level 3	☐	Welsh Language Level 5	☐
Welsh Language Level 3-5	☐		
Welsh Language Level 4	☐		
Welsh Language Level 5	☐		

For details about the levels please refer to 'The Welsh Language Skills Guidance' online: www.rctcbc.gov.uk/WelshSkills

What skills you will use in the workplace:

Competency	**Frontline & Customer Care Competency Framework**
Competency Areas	**Competency behaviours and values**
Achieving Results	Is always punctual and ready to start work on time
Communicating Effectively	Listens to others and actively checks their understanding
Demonstrating Professionalism	Is responsible, trustworthy and reliable and takes personal accountability for work Stays calm and tries to defuse tense/aggressive situations
Demonstrating Technical Ability	Takes responsibility for keeping job-relevant knowledge up-to-date

Maintaining Safety and Well Being	Takes responsibility for complying with all relevant H&S procedures and legislation Anticipates and reports any risks and faults to the correct people quickly
Meeting Customers' Needs	Focuses on resolving customer queries quickly Goes and finds the correct information if they can't provide it personally
Working with Others	Is tactful, polite and respectful

Special Conditions and Professional Requirements

Prepared to work evenings, weekends and bank holidays in accordance with the needs of the service.

Able to travel throughout the County Borough to meet the requirements of the post.