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**JOB DESCRIPTION FOR: Casual Front of House Assistant**

(Steward, Bar and Box Office)

**Responsible to: Operations Manager and Front of House Supervisors**

**Responsible for: None**

**Salary: £10 per hour**

**MAIN PURPOSE OF ROLE:**

To act as the first point of contact for all customers and visitors to the building ensuring they have a safe, enjoyable and positive experience of the venue.

**DUTIES & RESPONSIBILITIES:**

1. To be an active member of the Front of House team and Operations Department in the delivery of all public facing activity across a variety of events and performances.
2. To offer a friendly and helpful welcome to all users and visitors to the Civic acting as their first point of contact and providing the highest possible standard of customer care at all times.
3. To accurately record and process bar, ice-cream, programmes and merchandise sales as required ensuring all payments are handled in line with operating procedures.
4. To confidently advise all customers and users of the venue on events and exhibitions taking place.
5. To provide exemplary customer service for all styles of events, including conferences, weddings, performances and award ceremonies.
6. To deliver excellent customer service from the Panorama bar and ensure standards of cleanliness and hygiene are upheld.
7. To work as part of the Operations team with the setting up of events, private views and conferences as and when required.
8. To deal effectively with all customers including any that are difficult, impatient or distressed, referring them on to the Duty Manager if necessary.
9. To handle any customer complaints in a firm, professional and courteous manner following the correct complaints procedure.
10. To take an active role in assisting the evacuation of the building by the public in the event of an emergency under the direction of the Duty Manager.
11. As a member of the Operations Team to be proactive in ensuring and maintaining high standards of Health and Safety practices.
12. To engage in training and development as and when required by the Operations Manager and Front of House Supervisors.
13. To uphold and comply with the organisation’s policies and procedures, and the law, in relation to health and safety, financial regulations, equal opportunities and data protection as implemented for the effective and appropriate operation of the venue.
14. To undertake any other duties commensurate with the salary and level of responsibility of the post as directed by the Operations Manager and Front of House Supervisors.

**PERSON SPECIFICATION:**

**Essential:**

Excellent personal presentation

A passion for theatre and the arts in general

A commitment to excellent customer service

Willingness to work flexible hours, including early mornings, evenings and weekends

Strong team player

**Desirable:**

Experience of working behind a bar

Experience of working at a reception

Experience of working in a similar role within a theatre/arts venue

**IMPORTANT INFORMATION:**

Applicants must be at least 18 years of age in order to work behind the bar unsupervised; however, a limited number of stewarding positions are available for those unable to serve alcohol.

This is a casual position and the number of shifts available will vary depending upon the operational needs/requirements of The Civic’s performance seasons and additional commercial/business activities. Please note we are unable to guarantee a minimum number of shifts.

Application Deadline: The deadline for this position is open-ended.

Please download and complete the Front of House application form and return this alongside the equal opportunities form . Please note, CVs will not be considered.

Email: [terribullivant@barnsleycivic.co.uk](mailto:terribullivant@barnsleycivic.co.uk)

Post: The Civic, Hanson Street, Barnsley, S70 2HZ