



Front of House Assistant

Job role and Description

Reporting to the Venue and Events Manager and working closely with the FOH and Facility Development Manager, this role is to work with the entire FOH team to welcome all visitors, answering enquiries, taking messages, operating the box office and offering the highest level of customer service. The post holder will also assist in the general presentation & preparation of Pavilion Dance spaces for various events as well as offer logistical support to visiting artists.

Responsible to: Venue and Events Manager

Salary: £16,000 full time equivalent (rising to Real Living Wage £17,550 FTE from April 2019)

Terms: Part time 17.5 hours per week

Key Responsibilities:

- Support the FOH team in the smooth running of Pavilion Dance operations
- Operate the box office system selling tickets, memberships, merchandise and donation packages; processing payments and cashing up tills
- Greet and direct customers and visitors, answer enquiries and take messages, offering the highest level of customer service at all times
- Assist with the display of promotional materials and the general appearance and presentation of the Foyer
- Support the FOH team during performances and other events to offer a quality experience to all customers
- Make regular checks on the general tidiness of the venue and support the FOH team in preparing the spaces for meetings and various events
- Be responsible for opening & locking the building in association with the rest of the FOH team
- Serve drinks and refreshments on the Pavilion Dance bar, ensuring correct procedures and licensing laws are always adhered to

Other Duties:

- Be aware of, and actively implement, the organisation's policies with regard to, for example, Equal Opportunities, Child Protection and Diversity
- Attend staff & other relevant meetings and participate in training and other forms of staff development and be available to work at evenings, weekends and bank holidays.
- Undertake any other duties commensurate with the post as directed by your line manager

Person Specification

Personal Qualities

- Interest in working in the cultural sector and, more specifically, an interest in dance, theatre or film
- Commitment to working unsociable hours and a flexible approach to working patterns
- Good team working and organisational skills
- An outgoing personality
- The ability to stay calm under pressure
- Efficient and well organised

Essential Experience

- Commitment to working unsociable hours and a flexible approach to working patterns
- Good written and verbal communication skills
- Ability to demonstrate initiative in the working environment including working without constant supervision
- Ability and willingness to be pro-active in dealing with problems
- Good computer literacy specifically in Microsoft Word, Outlook and Excel
- A minimum of 4 GCSEs grade D or above including Maths and English

Desirable Experience

- Awareness of current Health & Safety and security procedures
- Experience of working in a customer facing environment
- Experience of working with a computerised ticketing system
- Experience of working with Customer Relationship Management (CRM) systems

How to apply:

Please submit completed application and monitoring forms to jobs@pds.org.uk, ensuring you detail how you meet the criteria, and your reasons for applying. We particularly encourage applications from people whose backgrounds and experience are underrepresented within the creative industries, including Black, Asian and Minority Ethnic and Deaf and Disabled candidates.

Please note, CV's and cover letters will not be accepted.

Deadline for applications: 12 noon Wednesday 13th February, 2019

Interviews will be held: Monday 25th February, 2019