

## The Beacon Arts Centre

### Job Description

<b>POST</b>	Casual Pool, Front of House
<b>HOURS</b>	As required
<b>SALARY</b>	£8.25 per hour (Living Wage Foundation National Rate)
<b>REPORTS TO:</b>	Duty Manager
<b>DATE:</b>	ongoing

#### **JOB PURPOSE:**

Part of the Customer Services Team, Front of House workers will support the busy day to day activity of the Beacon's programme

#### **KEY DUTIES:**

- To provide a high level of customer service
- To take tickets and lead customers to their seats at theatre shows, concerts and other events
- To sell confectionary, ice cream and other merchandising at shows and events
- To ensure a well presented venue through pre-show inspections and post show clear ups including light cleaning
- To provide an effective fire evacuation function

#### **OTHER DUTIES:**

- engage in all aspects of safe and efficient working practices in line with Health and Safety at Work legislation and the company's health and safety policy
- carry out any other duties that may be requested by the duty manager or other designated managers

## The Beacon Arts Centre

### Person Specification

#### Casual Pool, Front of House

Criteria	Essential	Desirable	Evidence
Education, Qualifications & Training		Previous work experience in the theatre or events sector	Application Certificates
Skills, Knowledge & Competencies	Excellent customer service standards  Experience in carrying out detailed instructions	Experience of working with the public and dealing with detailed enquiries	Application Certificates Interview
Other	Excellent communication skills  Team player		Interview