



Job Description & Person Specification

Job Title:	Front of House Assistant
Location:	Hinchingsbrook School
Reports to:	Leisure Manager

Main Responsibilities

- To provide a welcoming environment to all visitors to the Performing Arts Centre.
- You will be responsible for maintaining a high level of customer service.
- To ensure that all activities operated through the Performing Arts Centre are conducted safely and in accordance the venue's policies and procedures.
- To be fully aware of the emergency evacuation procedures of the venue.
- To complete all tasks, as directed by the Front of House Manager to the required standard and in a timely manner.
- To deal effectively with any customer enquiries.
- To attend all training sessions.

Key Tasks

- To welcome customers, check ticket stubs, guide customers to seat and act as the point of contact for enquiries.
- To ensure the public areas, foyer auditorium and toilets are always presentable.
- To serve customers to venue at the bar and be knowledgeable of the products served.
- To correctly operate the bar's point of sale registers and accurately reconcile and record cash takings.
- To ensure all cash and stock are kept safely whilst on the premises.
- To assist with the set up / dismantle of the venues additional chairs as and when required.
- Any other duties as reasonably required

Dress

- During your shift you will always maintain a professional appearance. All clothing worn should be clean and in line with this policy.
- Venue uniform (Polo shirts) will be supplied. Staff are required to wear black trousers or skirts.
- Appropriate, comfortable footwear is to be worn and must be clean (no training shoes).



Equality & Diversity

You are responsible for ensuring that your personal conduct is in accordance with the School Equality and Diversity Policy. In particular you are to ensure that:

- Your behaviour and personal conduct are exemplary and that you treat all your colleagues, students and customers with fairness decency and respect.
- The use of racist, religious or sexist language or use of inappropriate nicknames will not be tolerated.
- You foster an environment where all personnel are aware of and feel free to utilise the complaints procedure without fear of recrimination.
- Wherever possible, and if required, you will take account of religious and cultural needs of your colleagues and/or customers, where it is not detrimental to the running of activities.
- You are to ensure that any complaints received are dealt with sensitively, expediently, and appropriately. You are to take advice, where required, from your line manager if you are unsure how to deal with any such complaint.

Health & Safety

Under the Health and Safety at Work act of 1974 and other associated regulations, as an individual you are responsible for ensuring that you:

- Comply with all instructions and procedures installed to ensure safety in the facilities and HBK Leisure environments, taking proper care of any equipment provided to conduct your primary role.
- Provide specialist advice as appropriate to line management in order to allow proper risk assessments to be carried out within your training environment.
- Report all accidents, injuries or near miss occurrences, promptly in accordance with the HBK Leisure Health and Safety Policies.
- Act during their employment with due care for the health, safety and welfare of themselves, other employees and other persons in accordance with the school's Health and Safety Policy.

Environmental Protection

You are responsible for protecting the environment from any actions by yourself, your students or customers in accordance with the Environmental Protection Act 1990 and associated school Environmental Policies.



Safeguarding

- To adhere with the provisions of school and Trust policies, in particular the school policy for Safeguarding and Child Protection, the Trust Code of Conduct and the requirements of Keeping Children Safe in Education.

This job description sets out the duties of the post at the time it was drawn up. The post holder may be required from time to time to undertake other duties within the school as may be reasonably expected, without changing the general character of the duties or the level of responsibility entailed. This is a common occurrence and would not justify a reconsideration of the grading of the post.

Signed..... (Front of House Assistant)

Signed..... (Leisure Manager)

Date.....



Hinchingbrooke School

Hard Work High Standards Kindness



HBK Leisure Person Specification: Front of House Assistant

Criteria	Desirability
QUALIFICATIONS/KNOWLEDGE	
Educated to GCSE Level or equivalent (GCSE A-C / 4-9 in English & Mathematics or equivalent NVQ3)	Essential
Keen interest in live music and the performing arts	Desirable
Knowledge of relevant Health & Safety issues	Desirable
EXPERIENCE	
Experience working with people	Essential
PROFESSIONAL COMPETENCE	
Commitment to promoting and safeguarding the welfare of all customers and staff	Essential
Enthusiastic team worker with excellent interpersonal skills	Essential
Excellent communication and customer service skills	Essential
Efficient, with good organisational and time management skills	Essential
Availability to work evenings and weekends	Essential
Accurate cash-handling skills	Essential
Show initiative and flexibility and can deal with unexpected or unplanned situations	Essential

Hinchingbrooke School is committed to promoting and safeguarding the welfare of all pupils and expects all staff and volunteers to share this commitment.