

## FRONT OF HOUSE ASSISTANT JOB SPECIFICATION

Employer:	<b>Kings Place Music Foundation</b>
Department:	<b>Visitor Services - Front of House</b>
Responsible to:	<b>Senior Visitor Services Manager &amp; Duty Manager</b>
Rate of Pay:	<b>£10.66 per hour + holiday pay</b>

### **Role Objective:**

Front of House Concert Assistants work alongside the Duty Manager, Back of House and Technical teams to provide a dynamic, engaging, and warm welcome to all visitors to Kings Place. As the visitors first point of contact, Concert Assistants need to be attentive and to openly engage with all guests, whilst always remaining professional.

The role requires a good working knowledge of Kings Place's past, present and future artistic programme, and is responsible for positively promoting all of Kings Place's products, facilities, and services to visitors.

Front of House Assistants will ensure Kings Place is presented to the highest standards possible, focusing on operational excellence at all times. The role is also responsible for the wellbeing and safety of all visitors by observing KPMF's health and safety regulations, wellbeing policies, and operational procedures at all times. This includes being fully conversant with KPMF's evacuation and emergency plans, and assisting in the safe-keeping and guidance of the public during a building evacuation or emergency situation.

### **Key Duties:**

- Being a friendly, attentive, engaging, and professional first-point of contact and welcome to all visitors to Kings Place.
- Maintaining the highest standard and appearance of all public and back of house areas - before, during and after performances.
- A good knowledge of Kings Place's past, present and future artistic programme.
- To positively promote all products, facilities and services throughout Kings Place, including a good knowledge of all hospitality and catering offerings, events and promotions.
- Being attentive and assisting with all visitor needs during performances.
- Ensuring Health & Safety regulations are observed and maintained at all times.
- Being fully conversant with KPMF's evacuation procedures, and assisting in the evacuation of the building in case of emergency.
- Checking entrance tickets and guiding visitors to their seats.
- Resetting and preparing areas, venues and spaces as required.
- Selling programmes and merchandise and other items.
- Providing a fast and efficient cloakroom service.
- Complying with Kings Place Equal Opportunities/Health and Safety and Wellbeing policies.
- Undertaking any other duties as required, appropriate to the grade and role of the post.

### **Essential Requirements:**

- Suitable experience in a customer service environment.
- Passion and commitment to the highest standards of visitor care.
- Excellent interpersonal and communication skills.
- Welcoming, friendly, engaging, energetic and efficient approach.
- Flexible, positive, team player.
- Excellent time keeping skills.
- Diplomacy, tact and honesty.

- Good arithmetical and money handling skills.

**Desirable Experience:**

- Experience in an Arts/Events environment.