

Post title	Customer Service Assistants (Front of House & Bar)
Division / Section	Culture / Cultural Venues – Performance Venues
Department	City Strategy and Economy
Responsible To	Event / Duty Managers, Bar & Catering Duty Manager
Number of post holders	150
Acting up/ Secondment	n/a

Purpose of Job

To assist in the operation of our highly customer focused Front of House service delivery team at the Usher Hall, Assembly Rooms, Church Hill Theatre and the Ross Theatre.

As part of this high profile team you will be required to work in a variety of different positions including but not limited to, work on bars and selling points, stewarding, checking tickets and controlling entry in the venues. Monitor audiences and help assist in the smooth and efficient running of each venue offering the highest levels of customer service in whatever department you are working in at all times.

MAJOR TASKS/JOB ACTIVITIES

Assist in the smooth operation and delivery of the Front of House service, delivering first class customer care to a wide range of people, adhering to the cultural venues set service standards.

Work on one of the various bars and selling points through each venue including any event functions where alcoholic beverages may be served.

If stewarding you will ensure that all Front of House areas are clean, tidy and hazard free prior to the opening of the venues to the general public, including ensuring they are also left clean and tidy at the end of the shift.

Responsible for ensuring that all departmental policies and procedures are followed including but not limited to, cash handling, alcohol training, venue risk assessments and health and safety.

Assist in the security and safety measures across the cultural venues when customers are in attendance and more specifically be familiar with your specific role and responsibilities within the designated venues fire and evacuation procedure.

A partial uniform will be provided along with a name badge, you will be responsible for ensuring your appearance is smart at all times, excellent timekeeping adhered too and to acts as a “presence” in all of the public areas as required answering general enquires.

Assist the Supervisors and senior managers in their duties, and deputise for the Supervisor.

From time to time you may be required to undertake additional tasks that can be reasonably assigned to you which are within your capability and the grade.

Supervision and Management of People

No direct responsibility however you may be asked to give guidance and advice to new staff through a buddy system.

Creativity and Innovation

Manage competing requirements from customers, visitors, external service providers and other staff while continuing to offer high standard of customer care.

Help look after the venues, ensuring that any fabric and security issues are reported through the appropriate communication channels.

Ensure that all customer service issues are dealt with effectively.

Contacts and Relationships

Regular contact with Front of House management, venue colleagues, audiences, caterers, external suppliers, and event/performance clients with regard to performance management of the venues.

Decisions (Discretion)

Responsible for delivering the highest levels of customer service to ensure the smooth running of each venue performances and events to meet contractual arrangements.

Decisions (Consequences)

Makes immediate decisions with a clear focus on customer service, event delivery considering the potential impact on the cultural venue services, health and safety, security issues and fellow staff.

Resources

Individual cash handling per day of between £150-£1500 depending on which area you are assigned to, this will include, but not limited to bars, ice-creams, programmes, merchandise and cloakrooms

Environment – Work Demands

Shift tasks are carried out without immediate supervision, and will be based on a minimum 3hr shift call.

Use your initiative to make decisions without direct supervision from the supervisor and Front of House management.

Environment – Physical

Spends 70% of their time standing or moving.

Required to work at evenings and weekends.

Environment – Working conditions

In public areas for most of their shift, during venue activity, when the public areas may be noisy and congested.

Environment – Work Context

Contact with public who are under the influence of alcohol, ensuring any associated situations are dealt with in a professional manner.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

Previous experience of working with the public and / or on bar is essential.

Holds a 1st Aid certificate or be willing to attend training course for certificate.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Working Pattern

This is a casual position with no guaranteed or set hours.

Organisation Structure

(Attach structure - specific to area of operation).