

JOB DESCRIPTION

POST Front of House Assistant
REPORTS TO: Front of House Manager

JOB PURPOSE:

To work closely with the Front of House Manager to support the smooth running of all of Platform events and Front of House functions.

Front of House Duties:

- Support the delivery of excellent customer service across all areas of the venue
- Set up rooms for hires, programme events – moving furniture around the building as required
- Ensure that marketing and promotional materials displayed Front of House are up to date, effectively stored and rotated
- Contribute to the venue's Duty Management function
- Welcome and host visiting artists, companies and hire clients to Platform
- Liaise with The Bridge partners on a day-to-day basis to ensure smooth running of the venue from an operational perspective
- Support the cleaning, preparation and set up of all front of house spaces for Platform and monitor to ensure these spaces are kept tidy and safe
- Create and display signage throughout the venue
- Support the capture and management of customer information and databases

Sales Duties:

- Sell tickets for events, shows and gigs
- Handle calls to Box Office, schedule events and bookings
- Support the upkeep of Platform's website, in-house plasma screen marketing and promotional material

Administration:

- Work collaboratively to ensure Platform is GDPR compliant and act as day-to-day GDPR contact

Other Duties:

- Attend team meetings and meet with Bridge partners as required
- Provide support to the café bar staff team as and when required
- Answer routine enquiries by phone and email or redirect them to other team members where appropriate
- 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 and attend all relevant training – particularly Manual Handling, Emergency First Aid Training in the Workplace and Fire Warden as required
- Comply with Platform's policies and procedures as set out in the staff handbook including health and safety, equal opportunities and environmental sustainability.
- This description is indicative of the nature and level of responsibilities associated with this job. It is not exhaustive, and the job holder will be required to undertake other duties and responsibilities commensurate with the role

PERSON SPECIFICATION

Criteria	Essential	Desirable	Evidence
Education, Qualifications & Training		Relevant qualification or appropriate level of experience in a similar role	Application Certificates
Skills, Knowledge & Competencies	<p>Positive approach to work and working as part of a team</p> <p>Problem solver</p> <p>Adaptable, flexible individual that can work well under pressure</p> <p>Friendly and approachable</p> <p>Demonstrate an outstanding approach to customer services</p> <p>Excellent interpersonal skills</p> <p>Proven IT skills including Microsoft Office</p>	<p>Experience of working in a venue</p> <p>Experience of Ticket Solve</p> <p>Experience of working within regeneration context and with specific target groups</p> <p>Experience of sales and working in Box Office</p>	Application Interview