Job Description

Job Title	Venue Assistant - Casual
Grade	Band C
Reporting To	Venue Manager
JD Ref	CS&CE0024G

Purpose

Provide support in a variety of areas, ensuring that the venue is fully compliant with staff requirements and ensure that all areas are staffed effectively. Working areas will include the bar, box office and general set up in all other spaces of the venue. This role will be multipurpose, multi-tasking and have the flexibility to provide for different departments that meet the diverse workings of the venue.

Main Duties And Responsibilities

Behavioural:

- Enjoy, achieve, create impact, and thrive in the role and organisation.
- Live our values in the role and organisation.

Venue specific duties & responsibilities:

- Serve beverages from the bar areas and ensure that the bars are kept clean and tidy at all times.
- Assist with the setup of events, the movement of tables, chairs and other such items.
- Provide cover for stage door and other access points so that the venue is secure and ensure registers etc. are in place for fire regulations.
- Support the Ambassadors as and when required ensuring the safety and comfort of all our patrons.
- Undertake duties which involve processing payments including handling cash, credit cards, receipts and taking cash payments.
- Undertake customer feedback surveys to assist on the collection of information for the marketing team as and when required.
- Actively promote the Venue, ensuring a good knowledge of all up and coming shows and products available within the venue.

Communication and Engagement:

- Serve customers in the Box Office both over the telephone and in person.
- Provide support in a stewarding role and help assist in the delivery of the ambassador's scheme.

- Assist in the provision of a guiding service to the public, prospective hirers, promoters and artistes.
- Sell all products within the venue and promote schemes such as the memberships and merchandise.

Data Analysis and Decision-Making:

- Effectively use the computerised box office system to sell tickets and other such items at any sales point within the venue.
- Assist with delivery and recording of stock and materials as and when required.

Compliance:

- Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.
- Assist in the maintenance of all areas of the building as and when required and act as fire marshal for specific areas whilst on duty.
- Ensure all licensing laws are adhered to.
- Ensure that all who enter and exit the backstage area are accounted for following agreed procedures.

Other:

- Any other duties commensurate with the grade.
- Ensure that all areas are checked and safe when completing work and ensure all work has been completed in a safe and accurate manner.

Role Specific Knowledge, Experience And Skills

Qualifications

- Maths GCSE level or equivalent.
- *Desirable – IT Qualification, NVQ, ECDL or equivalent.*
- *Desirable – IOSH Managing Safety.*
- *Desirable – Fire Marshal training.*

Knowledge & Skills

- Knowledge of sales and the maximisation of income generation.
- The ability to handle cash and be accountable for your transactions.
- IT knowledge and skills.
- *Desirable – Manual Handling.*
- *Desirable – First Aid.*
- *Desirable – Knowledge of ticket and box office systems.*
- *Desirable – Understanding room set ups and event plans.*
- *Desirable – Manual handling of table, chairs and other such furniture and stage elements.*
- *Desirable – Ability to learn and operate systems such as fire panels and security systems.*

Experience

- Previous experience in working in a customer facing role.
- *Desirable - Working in a commercial or public sector theatre.*
- *Desirable - Previous experience of working in a bar/box office environment.*

Additional Information

- Expected to work from a fixed location (subject to change).
- On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

- Prolonged Repetitive Movements/Actions
- Moving or handling heavy loads
- Working shifts
- Working nights
- Working with dust or fumes
- Working with skin irritants /sensitisers
- Working at Heights
- Working outside
- Work with VDUs (Video Display Unit) (>5hrs per week)
- Contact with latex.
- Working with children
- Exposure to persons with challenging or aggressive behaviour

Approved By: David MacKenzie – Theatre, Catering & Hositality Manager
Date Of Approval: 09/04/18