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| **Department** | **Department of Place** |
| **Job Title** | Front of House Support Officer |
| **Grade** | Grade B |
| **Primary Purpose of Job** | To work as a member of the Front of House bank of casual staff supporting the Albert Halls duty manager to deliver a professional service and positive theatre/event experience to customers |
| **Reporting To** | Duty Manager |
| **Direct Staffing Reports** |  |

**Main Duties**

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| **1** | Provide a meet and greet service, checking tickets/guest lists and selling tickets where necessary, directing visitors to function rooms and theatre seats. | | |
| **2** | Admit latecomers into the auditorium/function and assist people to safely enter and exit when a theatre performance/event is underway. | | |
| **3** | Sell programmes and merchandise ensuring all security and cash handling procedures are adhered to. | | |
| **4** | Prevent unauthorised photography and filming, deal with issues proactively and professionally with support from the Duty Manager. | | |
| **5** | Clear the theatre/complex after performances ensuring all areas are clear and fire doors are closed. | | |
| **6** | Respond to queries and resolve any customer issues or complaints either independently or with support from the Duty Manager. | | |
| **7** | Assist in maintaining high standards of presentation and cleanliness for the building, including undertaking waste removal and cleaning tasks as required. Report any issues/defects relating to the building or service to the Duty Manager of Albert Halls Manager. | | |
| **8** | Assist with building patrols and security checks and with the emergency evacuation of the building, directing customers to exits and marshalling to the assembly point. | | |
| **9**  **10** | Comply with the uniform dress standard for the service.  Other duties commensurate with the post as may be required by the Duty Manager or Albert Halls Manager. | | |
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| **Date Job Description prepared/updated: 9.9.21 – Albert Halls Manager** | | |  | | |
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| **Department of Place** | | |  | | | |
| **Job Title: Front of House Support Officer** | | | |  | | | |
| **Stage One** | | Disabled candidates are guaranteed an interview if they meet the essential criteria | | | |
| **The Minimum Essential Requirements for the above Post are as Follows:** | | | | | **Method of Assessment** |
| **1.** | **Skills and Knowledge** | | | | |
| 1. | Demonstrable experience of delivering a high standard of customer care | | | | Interview |
| 2. | Strong team working skills | | | | Application form |
| 3. | Ability to develop and maintain effective working relationships and respond appropriately to the needs of colleagues and customers | | | | Interview |
| 4. | Ability to communicate effectively | | | | Interview |
| 5. | Ability to work with minimum supervision and use own initiative to respond to a number of situations | | | | Application Form |
| 6. | Able to deal with conflicting demands in a competent and efficient manner | | | | Interview |
| 7. | Competent in delivering quick and efficient sales in an often busy sales environment, numerically competent | | | | Application Form |
| 8. | Experience of cash handling | | | | Interview |
| 9. | A knowledge of health and safety and fire regulations | | | | Interview |
| 11. | **Competencies** – Please note the council’s corporate competencies, which are considered to be essential for all roles, are in the attached CORE COMPETENCIES document | | | | Interview |

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| **2. Experience/Qualifications/Training etc** | | |
| 1. | Previous experience in a customer service role | Interview |
| **3. Work Related Circumstances** | | |
| 1. | Must be able to work flexible hours in line with operational requirements and theatre programme, this will include both evenings and weekend work. | Interview |
| 2. | Bolton Council has a no smoking policy |  |

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| **STAGE TWO** | | Will only be used in the event of a large number of applicants meeting the minimum essential requirements | |
| **Additional Requirements** | | | **Method of Assessment** |
| **1. Skills and Knowledge** | | | |
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| **2. Experience/Qualifications/Training etc** | | | |
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| **Date Person Specification prepared/updated 9th Sept 2021** |  |
| **Person Specification prepared by Liz Gatrick Albert Hall Manager** |  |

**These core competencies are considered essential for all roles within Bolton Council. Please be prepared to be assessed on any of these during the interview process and, for the successful applicant, throughout the probationary period.**

**Developing Self & Others**

Promote a learning environment to embed a learning culture.  Support others to develop their skills and knowledge to fulfil their potential. Actively pursue your own development. Support and promote the principles of Investors in People.

**Civil Contingencies**

Bolton Council has a statutory duty under the Civil Contingencies Act to respond in the event of an emergency. If Bolton Council’s Emergency Management Plan is activated, you may be required to assist in maintaining key Council services and supporting the community.  This could require working outside of routine working hours and working from places other than your normal place of work.

**Equality & Diversity**

Uphold the principles of fairness and the Equality Act in all undertakings as a Bolton Council employee, including providing a fair, accessible service irrespective of customer’s race, religion, gender, sexuality, disability or age.

**Customer Care**

The ability to fully understand, assess and resolve the needs of all customers including those who present with complex situations, in a manner that respects dignity and expresses a caring & professional image.

**Health & Safety**

Take responsibility for the health and safety of yourself and others who may be affected by your acts or omissions, and comply with all health and safety legislation, policy and safe working practice, including participating in training activities necessary to your post.

**Data Protection and Confidentiality**

Ensure that any personal data or confidential data you hold is kept securely and is not disclosed, whether electronically, verbally or in writing, to any unauthorised third party. Follow Council policies and procedures on dealing with personal information and information assets, including The Code of Conduct, Data Protection, Acceptable Use and Information Security policies. Personal or confidential data should only be accessed or used for council purposes.

**Fluency Duty**

Should you be required, as a regular and intrinsic part of your role, to speak to members of the public in English, you must be able to converse at ease with customers and provide advice in accurate spoken English, as required byThe Immigration Act 2016.

**Working Hours**

The nature and demands of the role are not always predictable and there will be an expectation that work will be required outside of normal hours from time to time.

**Safeguarding**

This Council is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment. Should the role involve working with the above groups, you will be subject to an Enhanced Disclosure and Barred List check by the Disclosure & Barring Service.

**The values of an organisation are those key principles by which people are expected to work to day to day. They’re our culture and help define what is expected of each and every one of us**.





