



TRAFFORD
COUNCIL

Front of House Assistant

Role Profile

Service: Governance and Community Strategy
Grade: Band 1
Reporting to: Front of House Manager & Venue Operations & Hires Manager
Responsible for: N/A

About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors are embarking on a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Working together to build the best future for all our communities / everyone in Trafford.

Our vision is about giving people in Trafford greater choice about where they live; to build and sustain in thriving communities; and to develop areas which we can all take pride in. It's about people living healthily; receiving care when they need it and having access to our green spaces with great transport links across the borough.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Your Main Priorities

- To assist in the smooth running of events including collecting tickets, meeting and greeting visitors to Waterside, ushering in the theatre and selling drinks and merchandise in the Bar. To assist the Front of House Team in the effective delivery of catering for a variety of events, meetings and private events including weddings.

Key duties

- To meet and greet visitors to the arts centre, including collecting tickets and ushering in the theatre.
- Provide service on the bars during the day/evening and pre-show, interval and post-show drinks.
- Providing a catering service for events and conferences that take place within the arts centre.
- Effective cash handling of catering sales points.
- Stock control and recording of all stock sold via the bar and conferences.
- Service of drinks and refreshments for exhibition launches, press nights and other VIP events.
- Ensuring that all stock levels are suitable for the events taking place.
- Selling a variety of merchandise from the gallery bar and other sales points.

- On occasion, covering shifts as Box Office Assistant.
- Tidying the premises after events and shows.
- Any other duties deemed in line with the nature of the post.

About You

Qualifications and Professional Development

- N/A

Experience and Knowledge

- Experience of working in a Customer Service Environment.
- Experience of cash handling.
- Experience of working in an event or hospitality environment.
- Bar experience
- Knowledge and an understanding of excellent customer service.

Skills and abilities

- Ability to follow instructions to high standard.
- Ability to carry out high quality customer service and interact with customers in a pleasant and courteous manner.

- Ability to work calmly in a busy environment (e.g. serving on the bar during busy events)
- Ability to work unsupervised/on own initiative.
- An interest in the arts and culture and a desire to work in an arts and cultural venue.

Special Conditions

- Evenings, weekends and unsociable hours form an essential part of this post including working over the Christmas period

Date prepared/revised: LB, JB & DA

Prepared/revised by: 13/01/2021

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.