

JOB DESCRIPTION**ACADEMY OF MUSIC & THEATRE ARTS**

Job title:	Front of House Assistant
Grade:	This post has been evaluated at Grade 3.
Responsible to:	Front of House Manager
Date:	March 2024
Job purpose:	To provide a customer-focused level of support for the out-of-hours use of the School¹. This is primarily to ensure the safety and security of the building and stakeholders, including students, University staff and external customers. To work with existing teams to enable the smooth administration of operational elements of the School, particularly health & safety compliance, box office management, space & equipment bookings and the safe handover of the building to the Safety and Support team (Security) at the end of the shift.

Health and safety at Falmouth University

The University takes health and safety matters very seriously. All staff have a responsibility to take reasonable care for the health and safety of themselves and others who may be affected by their actions and omissions. They also have a duty to comply with the University arrangements for health and safety. Staff with responsibility for others must ensure the proper enactment of University policy within their areas in line with levels of responsibility set out in the University's Health and Safety Policy.

Main duties and responsibilities

The main tasks and responsibilities of this role have been grouped in the following areas:

1. Health and safety.
2. Administration and management.
3. Stores and Front of House.
4. General duties and responsibilities.

Health and safety is a priority and will be embedded in all tasks and responsibilities of the role.

¹ School here is used as a shorthand to denote a School, Institute or Academy.

1. Health and safety

- a) Monitor space use out-of-hours, checking who is in the building and that activity follows the house rule and good health and safety practice.
- b) Be familiar with University systems in order to assist with the management of departmental risk assessments and the reporting of incidents and near misses.
- c) Agree, recommend, document and adopt work practices within the department which are consistent with actions arising from risk assessments.

2. Administration and management

- a) Administer the space and equipment booking system including the financial aspects of loans and hires, including the generation and analysis of reports.
- b) Support the effective running of the box office for performances and events, including setting up event listings, making ticket bookings for customers and undertaking financial processing within University procedures.
- c) Respond to customer enquiries relating to performances, events and space and equipment hire in a timely and professional manner, referring any specific correspondence to managers as required.
- d) Ensuring work undertaken complies with all relevant data protection and financial processing regulations and to keep up to date with essential and mandatory training in these areas.

3. Stores and Front of House

- a) Take delivery of new equipment, consumables and other resources to be held within the Stores, and entering it on to and maintaining the Store's inventory system.
- b) Undertake purchasing of consumable items.
- c) Assist with ensuring the general tidiness and daily maintenance of the Technical Stores and Front of House areas.
- d) Work collaboratively with the Technical Stores team and assisting during busy periods.
- e) Complete basic technical and other relevant (e.g. health & safety, finance and data protection) training as identified.

4. General duties and responsibilities

- a) To perform to high professional standards.
- b) To work within and actively support the equality and diversity policies and practices of Falmouth University.
- c) To notify a more senior member of staff of any errors or concerns at the earliest opportunity.
- d) To participate in the University's annual Performance Development Review process.

- e) To ensure communications systems and practices support effective management arrangements and promote good relations with students, University staff and external customers.
- f) To work within the framework of effective governance, ensuring compliance with relevant regulations, legislation, policies and procedures.
- g) To be responsible for your own continuing self-development.
- h) To undertake other duties not specifically stated above, which from time to time are necessary for the effective performance of the university's business without altering the nature or level of responsibility involved.

Health & safety requirements

In relation to health and safety you must comply with all relevant legal requirements. You are specifically responsible for ensuring that:

- a) You comply with safe systems of work in operation within your work area.
- b) You work co-operatively with other staff who have responsibility for health and safety requirements.
- c) You report any health and safety concerns to your manager or other responsible member of staff as soon as these are identified.
- d) You attend training as appropriate to your role (see the relevant health and safety training grid for requirements).
- e) You will be required to undertake training and duties as a first aider and fire marshal.
- f) You will be required to undertake an enhanced Disclosure and Barring Service (DBS) check.

PERSON SPECIFICATION

Job title: Front of House Assistant

Attributes	Essential requirements	Desirable requirements
Education and qualifications	Qualification (e.g. NVQ2) and/or demonstrable experience in a customer facing role.	Relevant health and safety qualification (e.g. IOSH or other relevant recognised industry standard)
Experience and knowledge	Demonstrate an understanding of customer service. Experience of working in a customer facing role, with a variety of stakeholders. IT literate.	Experience of current health and safety practice (e.g. COSHH and LOLER) and guidelines including the writing of risk assessments. Experience of current Data Protection regulations. Previous experience of using theatre ticketing and CRM systems (or similar).
Skills and personal requirements	Flexible approach to working hours and willingness to work evenings and weekend. Effective communicator who has the confidence to make positive first impressions. Experience of being in a customer facing role where high levels of customer service are required. The ability to engage with a range of stakeholders at any given time. Accurate data entry. Ability to work under own initiative and within a team, developing and maintaining good working. Disclosure and Barring Service (DBS) Check.	Interest in the Performing Arts