

Job Summary

Role title: Casual Front of House Assistant

Department: The Harlequin Theatre

General Description of Role

The role of Casual Front of House Assistant is varied, primarily based at the box office and additionally covering catering and stewarding functions. The ability to provide a consistently high level of customer service for all our visitors is essential.

This a casual role with varied shifts available between 9am and 9pm, seven days a week.

Responsibilities of Role

1. To deliver excellent customer service, acting courteously and efficiently with all members of the public, hirers, and promoters.
2. To use the computerised box office/kiosk system to process sales by dealing with customers in person, via telephone, post, and email, and have an awareness of upcoming events in order to answer customer enquiries.
3. To act as a reception for the theatre, answering queries and re-directing calls, and ensuring accurate messages are taken and reach the relevant person.
4. To assist with the smooth running of the box office.
5. To contribute to a high standard of building presentation by checking on stocks of leaflets and "What's On" brochures on display and stocking up if required, changing posters and the upkeep of the overall appearance of the box office.
6. To be responsible for operating appropriate cash handling procedures including processing cash, cheque and credit card sales, floats, opening and end of day reports.
7. To increase the revenue of the business by taking opportunities to up-sell further events by actively promoting schemes and promotions.
8. To take on stewarding responsibilities as and when needed.
9. To serve alcoholic and non-alcoholic drinks, popcorn and snacks behind the bar and kiosk, consistent with the Harlequin's standard.
10. To possess full knowledge of bar and menu items and be able to make recommendations.

Person Specification and Interview Assessment Form



Candidate name			
Contact number			
Role title	Casual Front of House Assistant		
Date of interview		Signed by recruiting manager	

Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
Qualifications			
GCSE's or equivalent	P		
Experience and achievements			
Previous experience in a customer service or public-facing role	E		
Experience of working in the arts	P		
Role required competencies and behaviours			
Passionate about giving great customer service	E		
Comfortable dealing with customers face to face, over the phone and in writing	E		
Experience of working with ticketing systems	P		
Cash handling experience	P		
Previous bar experience	P		
Comfortable with a range of responsibilities and with working independently and as part of a team	E		

Ability and willingness to work varying shifts including, evenings, weekends and bank holidays.	E		
Corporately required personal qualities and behaviours			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number	1st / 2nd / 3rd		

Great People at Reigate & Banstead

Our great working environment and the values and behaviours of every individual and team in the Council, help to evolve the culture of our organisation to become more commercial, innovative and embracing of change.

Successful applicants to our career opportunities will be able to demonstrate they share the values and behaviours we seek in our organisation.

Our Vision

Working together to make a great place to live, work and enjoy.

Our Values

Making a difference, doing the right thing, being bold and confident.

Our Behaviours

We should demonstrate our values by being positive, supportive, flexible, and innovative.

Positive: I maintain a “can do” attitude and a smile

- ✓ Create an encouraging and optimistic environment and bring others with me
- ✓ Approach others in a pleasant, happy and upbeat manner
- ✓ Maintain enthusiasm in difficult times
- ✓ Demonstrate commitment to my own service and to the Council
- ✓ Demonstrate an "I care" attitude

Supportive: I create an environment where the people I work with feel valued and respected and have confidence to develop

- ✓ Understand the council's priorities and work towards a common goal
- ✓ Work across boundaries to develop relationships, share information and keep others informed
- ✓ Listen to the views of others allowing the best way forward to be found
- ✓ Communicate in a courteous and respectful manner
- ✓ Behave in ways that promote the fair and equal treatment of all

Flexible: Adapting the way I work, I can deal confidently with change and accept new and different ideas and approaches

- ✓ Accept that change is an integral part of working at Reigate & Banstead
- ✓ Demonstrate an open mind to new ideas and proposals
- ✓ Display a willingness to do things differently
- ✓ View change in working practices as an opportunity for improving and developing
- ✓ Adopt a flexible approach to meet the team's requirements

Innovative: I work to develop new ideas and workable solutions to drive the Council forward

- ✓ Question currently accepted ways of doing things
- ✓ Implement good ideas, learn from others, both internally and externally
- ✓ Identify novel ways of resolving issues using own initiative
- ✓ Suggest and try out new approaches
- ✓ Challenge the status quo in a constructive way

Great People

