

## DARLINGTON BOROUGH COUNCIL

### ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES

#### JOB DESCRIPTION

**POST TITLE :** Front of House Assistant

**GRADE :** Grade G

**JOB EVALUATION NO.** E3409

**REPORTING  
RELATIONSHIP** House Manager

**JOB PURPOSE :** To assist the Management in the operation of Darlington Theatres. To provide the best possible levels of customer care for audiences and other visitors, ensuring their comfort and safety is assured.

**POST NO.**

**PDR COMPETENCY  
FRAMEWORK** Level 1, Expected Competencies for all employees

#### MAIN DUTIES/RESPONSIBILITIES

1. To assist in the preparation and delivery of an efficient catering service including;
  - To take orders from the customers in a polite manner and provide clear details of requirements to other members of staff.
  - Preparation and service of alcoholic and non-alcoholic beverages and food to the customers.
  - Money Handling, using the EPOS till system.
  - Ensuring the highest standards of cleanliness, safety, compliance with licensing law and cash handling procedures.
2. To clean and restock equipment.
3. To maximise Front of House sales through effective sales techniques by selling programmes, merchandise and undertake sales of other items relevant to the performance.
4. Understand the products available and upsell where appropriate.
5. To welcome patrons, checking tickets, offering directions and assistance, dealing with problems and minor disturbances, and throughout ensuring the comfort and safety of all customers.

6. To work and communicate efficiently and effectively within and between workgroups.
7. To remain in the venue whilst the performance is in progress.
8. To advise the House Manager of any incidents or problems which may arise
9. To be available to assist with any customer enquires before a performance, at intervals and at the end of a performance
10. To be aware of emergency procedures, and to assist in the control of evacuation in the event of an emergency.
11. To ensure the public areas, bars, auditorium and toilets are ordered and tidy, and leaflet racks and displays topped up.
12. To be flexible to work across the Theatre site as required, including staffing of stage door
13. To provide general assistance and guidance to all customers.
14. To ensure that a high standard of customer service is delivered at all times
15. To support volunteers who may be engaged in activities within the venues
16. Ensure that you work in line with all the Council's policies and procedures and ensure that you are aware of your obligations under these
17. Behave according to the Employees' Code of Conduct and ensure that you are aware of your obligations and responsibilities re. conflicts of interest, gifts, hospitality and other matters covered by the Code
18. Carry out your role in line with the Council's Equality agenda
19. To comply with health and safety policies, organisational statements and procedures, report any incidents / accidents/ hazards and take a pro-active approach to health and safety matters in order to protect yourself and others
20. Any other duties of a similar nature related to this post that may be required from time-to-time.
21. This post is deemed to be a 'Customer Facing' role in line with the definition of the Code of Practice on the English language requirement for public sector workers.

Date : May 2017

**DARLINGTON BOROUGH COUNCIL**  
**FRONT OF HOUSE ASSISTANT**  
**ECONOMIC GROWTH AND NEIGHBOURHOOD SERVICES**  
**POST NO. D10484**

All appointments are subject to satisfactory references.

<b>Criteria No.</b>	<b>Attribute</b>	<b>Essential (E)</b>	<b>Desirable (D)</b>
<b>Qualifications &amp; Education</b>			
<b>1</b>	First Aid qualification		<b>D</b>
<b>2</b>	Customer Care qualification		<b>D</b>
<b>3</b>	Basic food hygiene certificate		<b>D</b>
<b>Experience &amp; Knowledge</b>			
<b>4</b>	Experience of working in a public/customer focused environment	<b>E</b>	
<b>5</b>	Knowledge and understanding of health and safety	<b>E</b>	
<b>6</b>	Experience of operating electronic point of sale and of cash handling	<b>E</b>	
<b>7</b>	Sales experience and knowledge of sales techniques.	<b>E</b>	
<b>8</b>	Previous experience in a cultural/arts/leisure related environment		<b>D</b>
<b>9</b>	Previous catering experience		<b>D</b>
<b>10</b>	Experience of operating within quality systems		<b>D</b>
<b>Skills</b>			
<b>11</b>	Demonstrable level of literacy and numeracy in order to be able to carry out the requirements of the post.	<b>E</b>	
<b>12</b>	Ability to demonstrate customer care skills	<b>E</b>	
<b>13</b>	Ability to work successfully as part of a team	<b>E</b>	

<b>Personal Attributes</b>			
<b>14</b>	Commitment to delivering high standards of customer care	<b>E</b>	
<b>15</b>	Ability to remain calm under pressure	<b>E</b>	
<b>16</b>	An interest in the arts, learning and leisure industry and an enthusiasm for working in a socially engaged and culturally diverse environment.	<b>E</b>	
<b>Special Requirements</b>			
<b>17</b>	A flexible approach to working time arrangements to be available to work at short notice including evenings, weekends and bank holidays.	<b>E</b>	
<b>18</b>	Ability to wear the uniform provided as required and provide a clean, presentable and professional image at all times	<b>E</b>	
<b>19</b>	The ability to communicate at ease with customers and provide advice in accurate spoken English	<b>E</b>	