

Job Description

Job title	Front of House Engagement Assistant
Salary, Grade and SCP	Grade 3
Service/Team	City development
Responsible to	Operations Coordinator
Responsible for staff/equipment	
Main purpose of job	To proactively engage with individuals and groups to identify and meet their needs in relation to the programme and activity delivered across the city's cultural venues.
Key responsibilities	To meet and greet service users and support them to access the offers delivered within creative spaces across the city.
Key tasks	Offer a warm welcome to all visitors, always ensuring the highest standards of customer care, providing appropriate information and signposting. Deliver excellent customer satisfaction, responding in an effective and timely manner to day-to-day operational enquiries and requests, escalating where necessary, to ensure customer expectations are met. Make use of digital systems that support our communities to access services at all cultural venues. This could include Library Management Systems, Ticketing systems, Diary management systems or Collection Management systems. Support customers in the use of self-service systems, the library app, e-books and e-magazines and other means of digital access as they are developed. Assist customers with ICT requirements, e.g. internet searches, e-mail, word processing, social media, printing, scanning Participate in the delivery of events and activities across cultural venues. This could include supporting workshops, delivering a class visit, Storytelling, Podcasting ect (training will be provided for all scenarios) Promote all venue programmes to service users. Maintain and build knowledge of Library stock and programme, Museum Collections and Exhibitions and the Arts Centre programme.

	Assist with the processing and moving of stock as directed. Assist Senior operations assistant and Operations Coordinator in the mentoring of new members of staff, work experience students and or volunteers. Assist in monitoring the safety, security and cleanliness of the building throughout opening hours. Act in a way that actively demonstrates the Council's commitment to Equality and Diversity for staff, customers and partners. Undertake all activities in compliance with Health & Safety at Work legislation and the Council's policies and procedures. Assist senior colleagues and other members of the team as required
Other duties/specific policies e.g. DBS	The post holder must carry out their duties with full regard to the Council's Equal Opportunities Policy, Code of Conduct and all other Council Policies. The post holder must comply with the Council's Health and safety rules and regulations and with Health and safety legislation. The post holder must comply with the principles of the Freedom of Information Act 2000 in relation to the management of Council records and information. To comply with the principles and requirements of the Data Protection Act 2018 and GDPR in relation to the management of Council records and information, and respect the privacy of personal information held by the Council.