

WARWICK SCHOOL

JOB DESCRIPTION

Post Title	Front of House Assistant
Rate of Pay	£8.82 per hour
Location	Bridge House Theatre/Warwick Hall
Start Date:	ASAP

Purpose of this Job Description:

The Foundation considers this document as a "snapshot" of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing to all that is involved about the requirements of the job. It will also be used to communicate expectations about performance and will be used to monitor effective performance.

Reporting Lines:	Head of Drama, Performing Arts Manager, Performing Arts Technical Manager, Front of House Duty Manager
-------------------------	--------------------------------------------------------------------------------------------------------

Key accountabilities:

Responsibilities:

- To provide the highest quality of customer service to patrons of the venue, to include giving information on facilities and events wherever possible
- Overseeing movement of audiences in and out of the theatre, and at times assisting the FOH Duty Manager in making necessary announcements to ensure that all parts of an event run smoothly
- Checking tickets and showing patrons to their seats wherever needed
- Serving / assisting behind the bar as and when required
- Being fully familiar with building alarms, equipment and evacuation procedures
- When on duty, having an awareness of the security in the building, including the flow of people in/out of the venue, and any incident which may need reporting to the FOH Duty Manager
- To remain as a constant presence in the venue auditorium for the full duration of a performance in case of an emergency (i.e, first aid incident) which needs attention
- To remain on site until dismissed by the FOH Duty Manager, usually no more than 30 minutes after an event has finished
- Other tasks that may be required while on duty

Safeguarding and Protection of Children and Young Persons

In accordance with the Children's Act 1989, on appointment post holders will be required to commit to their responsibilities with regards to safeguarding. In addition offers of appointment will be subject to an Enhanced criminal record check from the Disclosure and Barring Service (DBS).

These checks will highlight cautions, reprimands and final warnings as well as any convictions. The post holder must not have any spent or unspent convictions that would prevent working with children.

Health and Safety:

As an employee you are expected to:

1. to take reasonable care of your own health and safety
2. to take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
3. to co-operate with your employer, making sure you get proper training and you understand and follow the company's health and safety policies
4. not to interfere with or misuse anything that's been provided for your health, safety or welfare
5. to report any injuries, strains or illnesses you suffer as a result of doing your job
6. to tell your employer if something happens that might affect your ability to work (e.g. becoming pregnant or suffering an injury)
7. if you drive or operate machinery, to tell your employer if you take medication that makes you drowsy

Particular H&S issues for this post include:

Person Specification		
	Essential Criteria	Desirable Criteria
Qualification	Pass in GCSE Maths & English or equivalent	
Experience/ Knowledge	Experience of working in a public facing role Excellent customer service	Experience of working in a theatre front of house role Experience of working in the hospitality/bars/catering sector First Aid Trained or willingness to undergo training
Skills/Abilities	Excellent time management throughout the shift Excellent communication skills	
Aptitude	A calm and level-headed manner when dealing with busy events and members of the public	
Circumstances	Must be aged 18+ due to possibility of serving alcohol	
Safeguarding Children, Young People and Vulnerable Adults	Understands their role in the context of safeguarding children, young people and vulnerable adults. Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	
Equal Opportunities	Understanding of the requirements of Equality and Diversity	

Declaration

I have received a copy of this job description and undertake to carry out the duties as described.

Employee Signature

Date

Print name

