



Role Profile

This section provides key information relating to the role

Job Title:	Front of House Assistant		
Post No:	Various	Grade:	B
Team:	Resources, Environment and Culture.	Location:	Campus West
Responsible to:	Duty Manager		
Responsible for:	N/A		

Overall job purpose:

To be part of the Front of House Service team for Campus West to Include working in Roller City, Theatre, Cinemas, Soft Play City and food services, but not limited to those.

Preparing and ensuring the building is ready to a high standard to receive our customers and then serving those customers to a very high standard.

To present a welcoming, courteous, helpful and efficient service to maximise income to all members of the public.

To be pro-active on behalf of the Campus West in the areas of customer service and front-of-house sales.

To anticipate the comfort and safety needs of our customer at all times in keeping with Campus West's agreed customer care standards.

Key areas of focus:

1.	To work in any part of the customer facing aspects of the business.
2.	You will be familiar with the Campus West's products, services and facilities and in particular with current and future shows and events in order to assist the public with queries and to promote the work and image Campus West.
3.	To issue and ensure all tickets are valid before admission to relevant business units within Campus West.
4.	In accordance with Environmental Health Regulations to maintain a high standard of cleanliness and hygiene in all areas, especially of the food and beverage operation and to maintain the best possible personal practice, in matters of hygiene, security and tidiness.
5.	To carry out sales of Food and beverage in accordance with procedure to ensure the efficient running the food and beverage operation for the maximum enjoyment of customer and the optimum profit contribution to Campus West. To be aware of current licensing law relating to the sale of alcohol.

6.	To sell food and beverages, tickets, programmes, merchandise but not limited to these and to be pro-active on behalf of the business in all areas of customer service and sales.
7.	To ensure the accurate accounting of sales and takings, using the electronic point of sales systems provided and adherence to the Council's financial regulations.
8.	To ensure that the whole building is maintained to a high standard of cleanliness throughout our opening hours. This includes "front and back of house" areas such as but not limited to the auditorium, café kitchens, preparation areas and equipment.
9.	To wear the uniform provided and to ensure it is freshly laundered, ironed each time you attend work for a shift.
10.	To attend and participate in training course and to undertake training as required both in-house and away from the Campus West in health and safety, first aid, fire marshalling, food hygiene and sales and other aspects as this role may require but not, as yet, defined.
11.	To access, online, the rota system and ensure you can work the allocated shift and that any problems arising are reported immediately and directly The Front of house Manager or Duty Manager on Duty.
12.	To promote equality and diversity in the workplace and in the services of the Council and to deliver the Council's equalities and diversity priorities.
13.	The ability to converse with ease with other staff and members of the public and to provide advice in accurate spoken English is essential for this post.
14.	Any other duties that are commensurate with the level and grade of this post.

Role Requirements

The following outlines the criteria for this post. Applicants should describe in their application how they meet the criteria

Criteria	Essential	Desirable	Assessment Criteria
Qualifications and experience			
Education English, Maths GCSE level C or equivalent	x		AP
Experience of using electronic point of sale equipment		x	AP
Knowledge			
Customer service experience	x		AP

Numerical skills	x		AS
Skills and abilities			
To be quick to learn new skills, ability to work on own initiative and within a Team.	x		IN
The ability to communicate well with customers and colleagues.	x		IN
To be able to remain calm under pressure.	x		AS
Physical demands, heavy lifting, and standing for long periods.	x		IN
Other attributes			
Demonstrate ability to sell and experience in sales	x		IN
Ability to work shift patterns (to include evenings, weekends and bank holidays).	x		AP/IN

Assessment Criteria:
(AP) Application, (AS) Assessment, (IN) Interview

Our Values and Behaviours



Our CORE values are key to delivering our vision, plans and strategies.

Collaborative	Open	Responsible	Excellent
We work together to get things done	We behave with integrity & fairness	We take responsibility for our actions and decisions	We perform at our best & strive for excellence

It's really important that you have a genuine passion for doing a great job and our behavioural competency framework sets out how we want people to work, ensuring everyone is valued, supported and empowered.

These competencies will be assessed throughout the recruitment and selection process, as well as part of your ongoing development and progression.