

Job Specification

Operations Venues and Events

Post No TBC

Designation: - **General Services Assistant (Front of House)**

Main Purpose of the Job:

To assist in the day-to-day running and delivery of the facilities, entertainments and functions provided by the Service and to ensure that the front line operation provides excellent customer service.

Responsible to the Operational Delivery Manager for:

1. To ensure that excellent customer service is provided at all times by ensuring that courteous and positive attitudes are presented and that any complaints, comments are dealt with quickly and efficiently.
2. To act as a steward and undertake front of house duties as required i.e. checking tickets/showing patrons to their seats etc
3. Cash collection at events/concerts, in line with recognised procedures.
4. Ensure that sales opportunities are maximised by effective selling of all services (including ice creams and programmes, etc. as required), ensuring that stock is fit for consumption.
5. To check stock rotation, carry out stock checks and report any shortages to line manager.
6. To ensure health and safety standards are maintained, incorporating current Covid-19 procedures and guidance focusing on staff & customer safety, cleaning & disinfecting, first aid and cash handling.
7. To ensure that all regulatory legislation relating to Health and Safety and relevant hygiene legislation is adhered to at all times.
8. To ensure the correct use of equipment/cleaning materials in accordance with Health & Safety/COVID-19 Practises and COSHH Regulations.
9. To be alert to fire hazards, accident situations and the general wellbeing of users whilst in the building/carriages. Act as Fire Marshall in the event of an emergency evacuation.

10. Assisting the Duty Manager in ensuring all public facilities are in full working order and replenished as required.
11. Following established procedure to report accidents, unusual incidents, and maintenance issues.
12. Any other duty, which may be deemed reasonable, as directed by your Line Manager.

The Post holder will be expected to be flexible and provide cover in the absence of colleagues, as required, and undertake such other duties considered appropriate by Senior Managers.

This is not a complete statement of all duties and responsibilities of this post. It contains only facts necessary to rate this standard job at the resultant responsibility levels.