



Job Description

FRONT OF HOUSE COORDINATOR

Salary Level:	NJC 15 £12,775 pa (£23,953 FTE)
Hours:	Flexible 20 hours including 2 evenings or weekend shifts/week
Responsible to:	Director

General

Arlington Arts is a thriving Arts and Conference Centre situated on the campus of Mary Hare School.

Our main mission is to support the various activities of Mary Hare, as well as providing funds for the charity to continue its work with deaf children and young people.

Performances by artists in the past include Stephen K Amos, Imran Yusuf, Thea Gilmore, Devon Sproule, The Blues Band, PP Arnold, and Rev Peyton's Big Damn Band, and many more.

Conference clients include The Arts Society, West Berkshire Council, St John Ambulance, and many others.

The Role

To be responsible for the front of house operations for the delivery of live, conference, training, and school events, ensuring excellent customer service and efficient delivery. This is a hands-on role, working as part of a small team of staff and volunteers.

There is an expectation that the Front of House Coordinator will act as Duty Manager for two evenings per week or occasional weekend events. Other evening shifts and weekend shifts are covered by a casual duty manager and other members of the team.

Main Duties and Responsibilities:

Live Events

- To manage the box office administration, including setting up and amending events as necessary, cashing up procedures and running reports.
- To duty manage events, ensuring all front of house operations run smoothly, conducting checks to ensure that the venue is clean and safe prior to an event, liaise with technical staff, act as main point of contact for acts and deal with any customer queries and incidents.
- To be responsible for the wellbeing of the audience and visitors, providing first aid (as a qualified first aider, training will be given if necessary)
- To become knowledgeable of the artistic programme to promote events to visitors

Bar Management

- To lead on the operational management of the bar as Designated Premises Supervisor, to ensure smooth running of operations and excellent customer service
- To ensure the bar is well stocked at all times, liaising with administrative staff about ordering
- To ensure that bar procedures are adhered to by bar staff including cleanliness and hygiene of bars and stock and cash control

Staffing

- Work with the General Manager to recruit, train, develop and supervise bar staff, casual duty managers and volunteers.
- Working with the General Manager, develop the volunteer programme

- To ensure that all front of house casual staff and volunteers have adequate and appropriate training to carry out responsibilities
- To be responsible for drawing up staff rotas liaising with the General Manager, ensuring that the front of house is adequately staffed at all times

Corporate Hires

- To liaise with corporate hirers regarding room bookings, resources, catering and room requirements, in advance and to liaise with colleagues (technical, catering etc) for these to be delivered.
- Provide quotes, written confirmation and hire agreements for corporate hirings.
- To ensure rooms and foyers are set up for different arrangements and layouts.
- To be the main point of contact for corporate hires in the run up and on the day of the hiring.

Health and Safety

- To act as a Fire Marshall which includes the evacuation of the building if deemed necessary and subsequent liaison with the fire brigade, ambulance service and/or police in the event of an emergency
- To act as a key-holder; ensuring that procedures for security are followed at all times
- To ensure that all front of house staff comply with emergency and safety procedures

General

- To work on the box office/reception, answering queries in person and over the phone
- To deliver exemplary customer service and ensure casual staff and volunteers do likewise by providing a friendly, welcoming, professional and efficient service to all clients and visitors, and ensuring visitors with access requirements are catered for appropriately

Person Specification	
<p>Education Attainment</p> <ul style="list-style-type: none"> • General Secondary Education or equivalent • A good level of the English language 	
<p>Knowledge and Experience</p>	
Essential	Desirable
<ul style="list-style-type: none"> • At least two years' experience in a customer facing role/environment • Excellent and proactive customer service skills • Computer Literate • Ability to problem solve, think ahead, and use initiative. • Strong administrative, organisational, time management and prioritisation abilities to maintain systems, records, and rotas • An understanding of access and disability issues 	<ul style="list-style-type: none"> • Awareness of Safeguarding requirements and good practice within an education setting • Experience of leading and managing a hospitality team • Experience working in live events/theatre setting • Experience of managing a bar • Experience of computerised box office or CMS systems • First Aid at Work • Personal Licence Holder
<p>Skills and Personal Qualities</p> <ul style="list-style-type: none"> • Excellent communication skills to enable effective dialogue with colleagues, staff, visitors and where applicable, students 	

- Organised and self-motivated, with a proven record for meeting targets and deadlines
- Able to perform well and remain professional whilst under pressure
- Dedicated team-player, who strives for excellence and leads by example
- A positive, mature, and professional attitude towards work
- Tactful and discreet, whilst mindful of observing Safeguarding and professional standards
- Displays a smart and professional appearance, representing Arlington Arts and Mary Hare in a positive manner
- Reliable and stable
- Well-developed problem-solving skills
- Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous development
- High level of accuracy and attention to detail
- Self-motivated and able to work alone without direction
- Adaptable and flexible with working patterns including availability for evenings, weekends and public holidays
- Committed to contributing toward the school community
- Practical and constructional
- Reasonable physical fitness

Essential Values, Behaviours and Attitudes

All employees are expected to actively promote and demonstrate the six core values of the school:

- Learners First
- Community is Key
- Integrity & Respect
- Empower & Energise Others
- Being Accountable
- Excellence

The school reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the school's business.

In exceptional circumstances, the post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.

The school is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All employees should take reasonable care for their own Health & Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the school, including personal protective equipment in accordance with training and instruction.