**Job Description**

**Front of House Assistant** **– No Guaranteed Hours**

**(Perth Concert Hall & Perth Theatre)**

**Background**

Horsecross Arts (Perth Concert Hall and Perth Theatre) is at the heart of the regeneration of Perth city centre and provides a focus for the arts, for business and for communities throughout Perthshire and Scotland. We’re here to produce, present and enrich.

When you join Horsecross, you’re not just turning up for work, you’re buying into an organisation that wants to be the best. Perth Theatre and Perth Concert Hall are great buildings, but it’s the people that make them really special!

**Purpose**

To Provide great customer care at all Horsecross Venues and actively promote all products maximising sales revenue. To adhere to all Company and Licensing regulations and ensure the Safety and Care of all customers and staff.

**Organisational Relationships**

You will be part of the Front of House Team, reporting to the Front of House Manager liaising with other departments to ensure smooth running of all events.

**Base**

Perth Concert Hall, Perth Theatre and other external venues as necessary.

**Duties and Responsibilities**

* Provide general assistance and guidance to all customers in order to promote exceptional customer care
* Provide a welcoming and positive environment for customers and staff
* Have accurate product knowledge about Horsecross performances and Venues as well as local area.
* Maximise front of house sales through effective selling techniques
* Ensure all security and cash handling procedures are followed and to ensure all stock and stock areas are kept secure
* Ensure the cleanliness of FOH areas at all times to create positive impressions for customers and to carry out a thorough ‘pick-up’ as required
* Adhere to all Health & Safety procedures (including Evacuation procedures) to minimise the risk of injury and incidents
* Complete any other delegated task that may assist the company in achieving its business objectives.

**Responsibilities of all staff**

* Be aware of the work of other departments in the achievement of Horsecross’ aims.
* Take an active part in communicating and co-operating with other staff and departments.
* Follow all Horsecross guidelines, procedures and policies provided
* Work in accordance with the Equality & Diversity Policy of Horsecross.
* Be aware of, and comply with, rules and legislation pertaining to Health & Safety at work.
* Take an active part in achieving high standards of customer and client care.

**Person Specification**

**Essential**

* Experience of working with the public (1-year minimum)
* Experience of sales or cash handling (1-year minimum)
* Proven record of excellent customer care skills
* Ability to work calmly under pressure
* Flexibility and reliability
* Ability to work under own initiative and as part of a team

**Desirable**

* Knowledge of or interest in the arts

 **Terms & Conditions\*:**

**Rate of Pay:**

£28.74 per shift (one shift is 3.5 hours) – Hourly rate £8.21

**Hours of Work**

Minimum of zero hours per week.

Daytime, evening and weekend work is required.

**Holidays**

You will accrue holiday pay proportional to the hours you have worked. You will receive payment for holidays on a quarterly basis, proportional to the hours you have worked in the previous quarter.

**Pension**

The Government has introduced a new law which requires employers to enrol their workers into a workplace pension scheme automatically if they:

* Are not already in one;
* Earn over £10,000 a year/£833 per month/£192 per week
* Are aged 22 or over; and
* Are under State Pension age

If you meet these requirements during your contract with Horsecross Arts, you will be auto enrolled into our qualifying scheme – The National Employment Savings Trust (NEST) Pension Scheme.

* You can choose to opt out of the scheme if you want to, but if you stay in you will have your own pension which you get when you retire;
* Horsecross Arts Ltd and you pay into it every payday;
* The government may also contribute through tax relief;
* Your pension belongs to you, even if you leave us in the future

If you do not meet the criteria to be auto enrolled, you will have the option to join the NEST pension scheme if you wish.

**Staff benefits**

* Free and discounted tickets for select Horsecross concerts and events
* Reduced rate on local authority gym and leisure memberships
* Discount on select meals from Glassrooms Café and Perth Theatre Café and restaurant
* Be part of an award-winning team

A uniform is provided.

\*subject to review