



## **Candidate Information**

**Position:** Front of House Assistant, Student Plus, QFT  
**School/Department:** Eventus and Culture and Arts  
**Reference:** 22/110275  
**Closing Date:** Friday 14 October 2022  
**Salary:** £19,092 - £19,333 plus 18% Shift allowance pro-rata, per annum  
**Anticipated Interview Date:** Monday 17 October 2022

### **JOB PURPOSE:**

To undertake general Box Office and Bar duties and provide efficient and courteous customer service.

### **MAJOR DUTIES:**

1. Selling tickets to the public through a computerised box office system, whilst adhering to all protocols and procedures.
2. Processing bookings with credit card and telephone bookings, whilst adhering to all protocols and procedures.
3. Serving customers in the bar, maintaining a tidy and well stocked bar and assisting with stock controls as directed.
4. Maintaining the cleanliness of the venue and its immediate vicinity and ensuring it is tidy and presentable at all times.
5. Dealing with customer enquiries efficiently and courteously and, if unable to answer, to refer them to more senior staff.
6. Any other tasks as required by the QFT Front of House Manager and within the remit of the post.

### **ESSENTIAL CRITERIA:**

1. Secondary School education.
2. Six months experience of working in a customer oriented environment.
3. Six months experience of using tills and computerised box office systems.
4. Excellent written/ oral communication and interpersonal skills.
5. Excellent personal presentation.
6. Ability to work effectively on your own and as part of a team.

### **DESIRABLE CRITERIA:**

1. 5 GCSEs at Grade C or above (or equivalent) or NVQ Level 2 (or equivalent) in a relevant subject.
2. One year experience of using tills and computerised box office systems.
3. One year experience of working in an arts venue.
4. One year experience of front of house/ushering.
5. Experience of bar work.