

## **JOB DESCRIPTION / ROLE PROFILE**

**Job Title:** Front of House Duty Manager (As & When Casual)

**Grade:** G5

**Directorate:** Community

**Division / Section:** Culture / Harrow Arts Centre

**Reports to:** Front of House and Hospitality Officer

**Date:** April 2023

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### **1 ROLE PURPOSE**

As part of the Operations Team, the postholder will work to the Front of House and Hospitality Officer to facilitate the smooth running of the Front of House during events and performance.

### **2 DIMENSIONS**

Responsible for the care and supervision of the public before, during and after performances. Represent Harrow Arts Centre to its audience at these times and ensure their comfort, enjoyment and safety. To supervise FOH Assistants and Volunteer Stewards throughout the event. To assist with the sale of drinks and merchandise with supervised cash handling responsibility. Responsible for all aspects of health and safety within the performance space and as detailed by the premises licence when on duty.

### **3 CONTEXT**

Harrow Arts Centre is a vibrant cultural centre frequented by hundreds of people each week. As first point of contact for the public on events and performances, the postholder will be an ambassador for the Arts & Heritage Service. This role is pivotal to providing excellent customer service alongside the Front of House team.

## 4 MAIN DUTIES / ACCOUNTABILITIES

A	Generic Duties/Accountabilities - for all posts G11 and Below
1.	To ensure compliance with your responsibilities as laid out in the council's equal opportunity policy and take an active role in promoting equality and diversity and to Harrow's diverse community.
2.	To ensure compliance with your responsibilities as laid out in the council's health and safety policy and take an active role in promoting a positive health and safety culture.
3.	To promote and participate in the council's investors in people (IIP) and individual performance appraisal and development (IPAD) initiatives and information management best practice.
4.	To ensure compliance with the council's information security policies and maintain confidentiality.
5.	In accordance with the Immigration Act 2016, where the role is customer-facing and the post holder is required to speak to members of the public, the ability to converse at ease with customers and provide advice in accurate spoken English is essential for the post.

	Service Specific Duties/ Accountabilities
6.	To supervise Front of House staff at events and performances thereby ensuring highest standards of public safety and customer satisfaction for patrons.
7.	Hold pre show briefing sessions, ensuring all FOH staff are well informed at all times.
8.	Ensure all aspects of health and safety within the performance space are adhered to.
9.	To be responsible for supporting any access needs relating to people attending events.
10.	Take charge of procedures for ticket collection/scanning at points of entry.
11.	Supervise and assist in the sale of drinks, snacks and merchandise within the performance venue.
12.	To ensure that all financial transactions are properly accounted for in line with Harrow Council regulations and local reporting requirements.
13.	Deal with issues and customer complaints quickly, confidently, effectively and appropriately as they arise.
14.	Direct and assist with clearing up of the venue, after customers have left the premises.
15.	Preparation of post-show Front of House reports for events.
16.	Attend training sessions as arranged by the Customer Service Officer
17.	To act as a First Aider as required.
18.	Ensure safe evacuation of the performance venue (members of the public and staff) in cases of an emergency during an event or show.
19.	To undertake such other duties when required to ensure flexibility as may be reasonably required in the post or Directorate on any of Harrow Council's establishments.

## 5. SELECTION CRITERIA

### Note for managers –

**Selection Criteria** - List the selection criteria under the headings below that are essential for individuals to possess in order to do the job. Equality & diversity criteria must be built into the selection criteria to assess understanding, awareness and commitment to equality and diversity in employment and service delivery and how individuals will apply it when carrying out their duties.

**Method of Assessment** - Clearly indicate in the end column which method of assessment or combination of methods will be used to assess each criteria i.e. Application (A), Interview (I), Test (T)

**Ranking Order** – All criteria must be numerically ranked (in the ranking order column) in order of importance with the most important criteria ranked highest relative to other criteria ie. the most important criteria be given the ranking order of 1, the next most important 2 and so on. Where 2 or more criteria are equally important, they should be ranked the same ie. both given the same ranking order of 1 for example.

<b>Ranking Order</b>	<b>Knowledge Indicator</b> (Define the knowledge that is essential to the job e.g. particular legislation related to the job)	<b>Method of Assessment</b>
1	<b>a. Health and Safety requirements of performance, conference and function venues</b>	A / I
2	<b>b. Front of House Management for performance, conference and function venues</b>	A / I
1	<b>c. Awareness of the importance of Customer Care</b>	A / I
2	<b>d. Awareness of Disability Access issues</b>	A / I
<b>Ranking Order</b>	<b>Experience</b> (Specify the range, type and depth of experience required rather than being general or just specifying the number of years and consider relevant unpaid work)	<b>Method of Assessment</b>
1	<b>e. Working in a customer facing environment</b>	A / I
2	<b>f. Management of Health &amp; Safety in a performance, conference or function venue</b>	A / I
1	<b>g. Effective teamwork</b>	
1	<b>h. Dealing effectively with members of the public</b>	
<b>Ranking Order</b>	<b>Education, Qualifications and Training</b> (Specify only essential qualifications that can be justified and equivalent qualifications gained outside the UK, consider work related qualifications e.g. NVQ's. Remember relevant experience can be in addition to or instead of qualifications. If no qualifications are required, this section can be left blank)	<b>Method of Assessment</b>
2	<b>i. Completion of any high school /secondary /vocational education, equivalent training, or equivalent work experience</b>	A
2	<b>j. Health &amp; Safety</b>	A
<b>Ranking Order</b>	<b>Skills and Abilities</b> (Specify type and level of skills and abilities relevant to the job that can be measured, e.g. accurate recording)	<b>Method of Assessment</b>
1	<b>k. Ability to work under pressure and to cope with a range of competing demands in challenging fast-paced situations with many interruptions</b>	A / I
1	<b>l. Ability to communicate clearly in spoken and written English</b>	
<b>Ranking Order</b>	<b>Other Essential Factors</b> (Specify criteria directly related to the job e.g. ability to work unsocial hours, physical requirements, distinguish between 'need' and 'convenience' so it is justifiable and not discriminatory e.g. to women or disabled applicants. Include Genuine Occupational Qualifications or Requirements (GOQ's or GOR's) here if an essential requirement)	<b>Method of Assessment</b>
1	<b>m. Ability to work frequent evenings, weekends and bank holidays</b>	A / I
1	<b>n. Qualified in First Aid at Work or the willingness to achieve this qualification</b>	A / I
1	<b>o. An active interest in the Arts</b>	A / I

1	p. Maintain a professional image	
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**Form Completed by:**

**Name:** Steve Reader

**Designation:** Arts Centre Manager

**Date:** April 2023

**Form Evaluated by:**

**Name:** \_\_\_\_\_

**Designation:** \_\_\_\_\_

**Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_