JOB OUTLINE	
JOB TITLE: Usher	**JET CODE: 4170**
SERVICE: Arts Service	
DIVISION: Communities and Partnerships	
REPORTING TO: Front of House Supervisor	
RESPONSIBLE FOR: None	

JOB PURPOSE:

To assist in the provision of an effective front of house service within The Brunton and other performing arts venues in compliance with the Council's policies and procedures with a commitment to achieve best value.

MAIN DUTIES:

Front of House duties:

- Deliver face-to-face front of house service including welcoming customers, checking tickets, etc.
- Check programme float and sell programmes.
- Submit programme sales to line manager for checking.
- Responsible for a designated fire exit.
- Provide assistance to customers accessing the theatre and auditorium.
- Provide assistance to customers with disabilities and assist with touch tours and arrangements for signed and audio described performances.
- Assist with emergency and evacuation drills in the front of house area.

Bar and Kiosk duties:

- Issue float and receive float.
- Check float and report any discrepancies to line manager.

- Undertake the sale of refreshments.
- Reconcile sales with cash received at the end of the shift and submit to line manager.
- Check sales on the till system and report any errors to line manager.
- Advise line manager when stock is required in the bar and kiosk areas.
- Ensure the bar is kept in a clean and tidy condition.
- Prepare areas for intervals.
- Ensure that anyone under the age of 18 or under the influence of alcohol is not served alcohol and record refusals in accordance with the Licensing (Scotland) Act.
- Undertake training to comply with Licensing legislation, as required.
- Take reasonable care of personal health and safety and co-operate with management to enable compliance with the Council's health and safety rules and legislative requirements.
- Promote a positive image of The Brunton by providing excellent Customer Care.

Any other appropriate duties, as requested by Management, commensurate with the grade for the post.

ESSENTIAL REQUIREMENTS FOR THIS ROLE

Qualifications/Experience:

- A minimum of SVQ1/Standard Grade General level English/Maths or National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/Numeracy and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.

Disclosure Scotland:

- None.

Scottish Social Services Council:

- None.

PERSON SPECIFICATION		
Attributes	**Essential**	**Desirable**
Education, Registration & Training	A minimum of SVQ1/Standard Grade General level English/Maths or National 4 English/Maths or Literacy/Numeracy or Intermediate 1 Communication/ Numeracy and/or able to demonstrate equivalent knowledge, skills and competencies gained through relevant experience.	
Previous Experience (Paid & Voluntary Work)	Experience of working in a customer services environment.	Experience of bar management, including dealing with cash and stock control.
Knowledge/ Skills /Competencies	Understanding of effective customer care. Understanding of the diverse needs of customers. Financial and numeracy skills for handling cash and bookkeeping. Effective verbal and written communications skills. Effective organisational and time management skills.	
Personal Qualities	Ability to prioritise work under pressure and to meet deadlines. Ability to manage effective relationships with tact and diplomacy. Ability to use own initiative. Ability to work under pressure and meet deadlines. Ability to work flexibly as part of a team. Ability to develop effective relationships with stakeholders.	