East Lothian Council

JOB OUTLINE	
JOB TITLE: Senior Usher	**JET CODE: 7008**
DIVISION: Communities & Partnerships	
SERVICE/BUSINESS UNIT: Arts Development	
REPORTING TO: Team Manager - Arts	
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 visitors, checking tickets, etc

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.

Supervise front of house ushers.

Requisition stock, materials, and supplies through the Council's PECOS (Online Procurement system).

Provide support in the scheduling of activities and rotas.

Maintain and update computer records.

Ensure that staff are trained and briefed on duties e.g. fire evacuation, first aid etc

Dealing with any enquiries/complaints, with referral to line manager, where appropriate.

Give clearance for show / event starts.

Bar and Kiosk duties:

Issue float and receive float.

Undertake the sale of refreshments.

Check float and report any discrepancies to line manager.

Reconcile sales with cash received at the end of the shift and report any discrepancies to line manager.

Check sales on the till system and report any errors to line manager.

Monitor transactions and income.

Supervise selling of refreshments.

Ensure bar and kiosk areas are stocked with supplies.

Ensure the bar is kept in a clean and tidy condition.

Supervise cleaning rota.

Supervise preparation of areas for intervals.

Supervise setting up and serving of drinks for receptions.

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 supervising staff.	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 book-keeping. Effective verbal and written communication skills. Effective organisational and time management skills.	
Personal Qualities	Ability to prioritise work under pressure and to meet deadlines. 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.	

Council Behaviours	We are Person Centred We Initiate and Embrace Change We Strive to be the Best we can be We make things Happen We work Together	