

AYRSHIRE360

Job Outline

Post: Front of House Steward

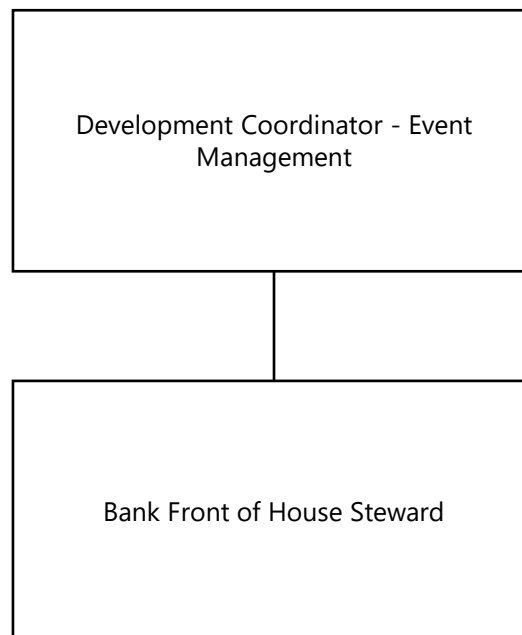
Service: Creative Activities

Section: Events

Grade: Grade A

Job Purpose: Assist with the provision and delivery of a quality front of house service to patrons attending events and performances within venues operated by Ayrshire360 in order to assist with the promotion, delivery and integration of Ayrshire360's Business Plan.

A. SECTION STRUCTURE CHART



B. KEY DUTIES & RESPONSIBILITIES

1. Assist in maintaining the safe control and flow of customers within the front of house area and direct customers to their allocated seats.
2. Carry out ticket checks as instructed at appropriate locations within venues operated by Ayrshire360 to ensure that customers have valid tickets prior to them entering performances.
3. Sell performance programmes, snacks, alcoholic and non-alcoholic beverages and other retail stocks prior to, during intervals and after performances, ensuring cash is accurately reconciled at the end of each sale period.
4. Check and ensure that all public areas within venues operated by Ayrshire360 including the auditorium, halls, corridors and toilets are tidy, clear and safe for use in accordance with Health and Safety requirements.
5. Carrying out a range of associated duties that support the delivery of the front of house activities within venues operated by Ayrshire360.
6. Direct patrons to their allocated seats and provide additional assistance where required.
7. Respond timeously and accurately to customers enquiries including those relating to the duration and starting time of shows and/or performances.
8. Direct customers to the Box Office with ticket related enquiries as necessary.
9. Direct customers to food and beverage service areas and toilets facilities within venues operated by East Ayrshire Leisure as required.
10. Ensure all purchases of alcoholic and non-alcoholic beverages retailed at a range of events within the venues operated by East Ayrshire Leisure are sold in accordance with the licensing and East Ayrshire Leisure's Financial Regulations.
11. Assist with the smooth operation of point-of-sale areas taking into consideration the type of event, time of day and age range of attendees.
12. Monitor and deal with inappropriate audience behaviour throughout performances and escalate any on-going issues to the Duty Front of House Co-ordinator, as necessary.
13. Monitor and deal with any inappropriate behaviour within the food and beverage outlets with the remit of the post, escalating any on-going issues to the Hospitality Officer or Duty Front of House Co-ordinator, as appropriate.
14. Contribute to good housekeeping ensuring public areas are safe for use, reporting issues to the Duty Front of House Co-ordinator as required.

15. Check all public areas for property left by customers, passing items to the Duty Front of House Co-ordinator for recording and safe keeping.

C. GENERAL RESPONSIBILITIES

16. Promote the health and safety of employees at work and of service users through the implementation of the Ayrshire360's policy on health, safety and welfare at work and Service Health and Safety arrangements in accordance with all relevant statutory requirements, leading by example.
17. Ensure all activities for which the post holder is responsible are delivered in accordance with Ayrshire360's Equality and Diversity Policies and the statutory and general specific Equality Duties.
18. Ensure that the Ayrshire360's Customer Service and Customer Charter is followed in all dealings with the people we serve.
19. Adhere to the Ayrshire360's policies and procedures for good records management across the Services, ensuring that the correct information is created, maintained, stored and retrieved in accordance with business need and statutory and legislative requirements.
20. Participate in the BEST review process annually in accordance with Ayrshire360's procedures.
21. Ensure all materials and equipment provided to assist in carrying out the duties of the post are properly secured in accordance with the Partnership's policies and procedures.

This outline is indicative of the nature and level of responsibilities associated with this post. It is not exhaustive and the post holder may be required to undertake other duties and responsibilities commensurate with the grade.

Person Specification

Designation: Front of House Steward	Post No: Various
Service: Creative Activities	Section: Events

Attributes:	Essential Criteria	Desirable
Qualifications		
Knowledge & Skills	• Experience of dealing with the public in a customer focussed environment. • Experience of cash handling. • Able to take instruction and direction. • Ability to work in an organised and methodical manner. • Ability to complete paperwork. • Good literacy and numeracy skills	• Experience of working with the public within a Theatre or related environment. • Experience of serving customers within a Food and Beverage service environment or licensed premises.
Experience	• Ability to work as part of a team and on own initiative with minimal supervision. • Enthusiastic and self-motivated. • Reliable. • Approachable. • Good timekeeping.	

VALUES:	VALUE STATEMENTS
Honesty & Integrity	Being honest and demonstrating integrity at all times
Engaging & Inclusive	Engaging and inclusive with our people, partners and stakeholders
Ambitious & Aspirational	Striving for continuous improvement by being ambitious and inspirational in all that we do
Responsible and Accountable	Taking responsibility and being accountable for our organisation and our service delivery