

## University of Nottingham LAKESIDE ARTS

<b>Job Title:</b>	Lakeside Arts Front of House Assistant
<b>Hours of Work:</b>	Casual hours to be agreed
<b>Rate of Pay:</b>	£12.50 per hour (plus accrued holiday pay, equivalent to £1.51 per hour), paid monthly in arrears
<b>Location:</b>	Various venues depending upon programme including but not limited to: Djanogly Theatre, Weston Gallery, Wallner Gallery; Djanogly Recital Hall, Djanogly Art Gallery, Angear Visitor Centre; Museum of Archaeology and Great Hall
<b>Responsible to:</b>	Front of House Manager; Front of House Duty Managers
<b>Main purpose of post:</b>	To deliver the highest standards of customer care to members of the public, visiting artists, and all Lakeside users; To be an enthusiastic and informed ambassador for Lakeside's diverse range of high quality exhibitions, performances, education and community events.

### **Main duties:**

#### General

- Be a friendly, well-informed, and helpful first point of contact for the public offering information about the venue and/or the programme/specific event as required
- Welcome and supervise visitors in all areas, ensuring security of exhibits/exhibition cases, retail and merchandise displays where required
- Ensure visitors observe health and safety regulations
- Comply with the University of Nottingham and Nottingham Lakeside Arts' policies including Child Protection, Diversity, Equal Opportunities and Health and Safety
- Be fully conversant with the evacuation procedures in all venues and assist in the evacuation of the building during emergencies
- Operate personal radio where necessary in carrying out of the role
- Undertake any other duties as required by the Front of House or Duty Manager appropriate to the grade and role of the post
- Report maintenance issues (e.g. lights or Wi-Fi not working) to appropriate staff
- Record comments or complaints from visitors and bring to the attention of appropriate staff

#### Galleries and Museum programme

- Open up and secure Weston Gallery in accordance with relevant procedure
- Handle enquiries by telephone and in person at the Welcome desk in the Angear Visitor Centre, forwarding queries to appropriate personnel as required
- Sell merchandise as required including operating till
- Record visitor numbers and public access PC users
- Record environmental levels in line with procedures
- Assist with public events such as private views and private hires including serving refreshments as required
- Maintain appearance of display cases, crafts cabinets, and public areas as required
- Undertake clerical duties as necessary including audience data capture, and or requesting visitors to participate in surveys etc.

### Performing arts programme

- Preparation of spaces as required, including light cleaning duties/vacuuming before a performance etc.
- Check tickets and show people to their seats as required
- Control access during performances
- Monitor the audience during performances
- Sell programmes, ice-cream and merchandise as required

### Learning programme

- Assist with lunch time cover, including chaperoning children and vulnerable groups, engaging in sports activities or games, making sure they are safe at all times
- Assist with big school party events, meeting and greeting school groups arriving by bus, helping to rotate school groups from different spaces

### **Person specification:**

#### Essential knowledge and skills

- Commitment to best practice in customer service
- Welcoming, friendly and efficient approach
- Enjoyment of working with the public
- Enthusiastic approach to Lakeside and the arts in general
- Team player
- Excellent timekeeping skills
- Flexible approach to working hours

#### Essential Qualifications and Experience

- Experience of dealing with the public in person
- Excellent interpersonal and communication skills
- Good arithmetical and money handling skills
- Willingness to be trained in use of till/box office system as required
- Desirable: Enhanced DBS check or willingness to be checked as required

### **Other:**

#### Working Hours

Hours vary from daytime to evening shifts. Depending on how busy we are the number of available hours per week varies as well.

#### Availability

Our expectation is that staff are available to work during peak times of the year. These are traditionally early to mid-November for our crafts weekend, late November and over Christmas and New Year (as we produce a children's Christmas show each year), over Easter holidays and other school breaks, and at the end of May and beginning of June on the Luminarium. Quieter times of year for us are January and July – September.

#### Rotas

Schedules are sent out for all shifts (this usually covers one month at a time and goes out approximately a month in advance)

Staff reply with their availability

We collate all of the replies and assign shifts returning the final rota to all staff two weeks before the rota begins

As this is a casual position, Lakeside Arts is not obligated to guarantee any set number of hours per week nor are you obligated to work any set number of hours per week. However, it is often possible to pick up extra shifts.

#### Training

Most training is on the job training, although you will also be required to attend some group sessions.

#### Uniform/Dress code

Two uniform t-shirts and one uniform jacket are provided by Lakeside – a t-shirt should be worn throughout each shift, with jacket on top as well if preferred.

As well as uniform t-shirts & jackets, dress code is black trousers or skirt, practical shoes in good condition, and clean, presentable appearance.

Other plain tops can be worn under uniform t-shirts as necessary to layer up for colder weather and/or gallery conditions.

#### Miscellaneous

All members of staff are encouraged to attend Lakeside events and some complimentary tickets are available for this purpose.