

JOB DESCRIPTION

Job Title:	Front of House Assistant (Sales)
Grade:	Grade 2
Responsible to:	Front of House and Volunteer Manager
Location:	Ordsall Hall
Hours of Duty:	Mondays, Wednesdays and Thursdays 9.30am-5pm Every other Sunday 12.30-4.30pm
Primary purpose of the job:	

As a member of the Front of House Team, to provide a consistently high level of customer engagement to visitors and to assist in the operation of Ordsall Hall, with particular regard to the upkeep of the cafe and shop.

Main Duties and Responsibilities:

1. To provide a warm welcome to all visitors to Ordsall Hall
2. To assist in the operation of the retail and café areas, including ordering, effective stock management, completion of records and ensuring a clean and safe environment,
3. To ensure that the Hall, and certain types of exhibits, are cleaned to an agreed standard.
4. To report faults, repairs or potential hazards to the relevant Officers.
5. To be the first point of contact for all enquiries, comments and complaints in person, by telephone or e-mail and to deal with them appropriately passing on them to the appropriate Officer.
6. To be part of a team responsible for counting and banking monies taken at the shop and café tills.
7. To invigilate galleries and communicate the nature of content of exhibitions to visitors.
8. To take bookings for facilities and services.
9. To undertake reception, shop and cafe duties. Answer general enquiries, sell merchandise, and issue receipts.
10. To assist with events, meetings and other functions, including set- up.
11. To assist with the preparation of learning visits and group tours to the Museums
12. To co-operate with outside contractors carrying out work at the Museums.
13. To monitor Health and safety requirements within the building and report faults, repairs and potential hazards to the appropriate officer.
14. To accept that everyone has the right to their own distinct identity. To treat everyone with dignity and respect ensuring that customer feedback is valued and fed back into the organisation.

15. To support emergency evacuation procedures. including fire safety and Personal Emergency Evacuation Plan regulations
16. To ensure Museum equipment is safe before use and meets Health and Safety requirements
17. To ensure that heating, lighting, environmental monitoring and security systems operate to an agreed standard.
18. To be a keyholder, as required.
19. To undertake such additional duties as reasonably commensurate with the level of this post.

Corporate Responsibilities

1. **To ensure high levels of professional conduct at all times, with particular reference to punctuality, dress, presentation and administration.**
2. **To ensure that customer care is the major priority for service provision.**
3. **To ensure the service is promoted efficiently, effectively and in keeping with the corporate image of Salford Community Leisure.**
4. **Considerable importance is attached to the public relations aspect of all work undertaken by Salford Community Leisure staff. It is expected, therefore, that the post holder will at all times project to the public the image of Salford Community Leisure as being keen to assist wherever possible, and positively promote the work that SCL does across its various services**
5. **SCL expects all its employees to have a full commitment to the SCL's Equal Opportunities Policy and acceptance of a personal responsibility for its practical application. All employees are required to comply with and promote the policy and to ensure that discrimination is eliminated in the service of SCL.**
6. **To ensure all information received and disseminated, whether verbal or written, concerning all employees, prospective employees or clients, is treated in the strictest confidence, and that all such information held is regulated and controlled in a similar manner**
7. **To act at all times with due regard to Salford Community Leisure's Health and Safety Policies and related Codes of Practice**

Review Arrangements

The details contained in this Job Description reflect the content of the job at the date it was prepared. It should be remembered, however, that it is inevitable that over time, the nature of individual jobs will change, existing duties may no longer be required and other duties may be gained without changing the general nature of the duties or the level of responsibility entailed. Consequently, SCL will expect to revise this Job Description from time to time and will consult with the postholder at the appropriate time.

Date, Job, & Description Prepared/Revised: August 2019

Prepared by:

Agreed by Post holder: