

Stewards / Front of House Assistants Part Time (various hours) £7.50

An Lanntair is a multi-space, multi-arts, multi award-winning venue. We are a contemporary gallery, theatre, cinema, concert hall and a platform for dance and literature. Our work is local, national and international, yet our distinctiveness lies in being 'of the place', rooted in the Gaelic culture of the Outer Hebrides.

About these roles

This is a superb opportunity for a motivated and hardworking individual(s) to join our busy arts centre team as a Steward or Front of House Assistant, or both.

Our Front of House staff work with all elements of the organisation, providing a customer facing information service, a dedicated box office service and servicing An Lanntair's shop. It is a lively and creative front of house team.

Our Stewarding team ensures our customers enjoy our events safely and play an essential role in providing excellent customer service to our audiences.

We would invite candidates interested in one or both positions to apply to join the An Lanntair Team.

We offer a friendly and creative work environment, a good work life balance and an opportunity to learn new skills and develop and grow your career.

About An Lanntair

An Lanntair is a multi arts venue – at one and the same time a contemporary art gallery, a theatre, a cinema, a concert hall, a platform for poetry and literature, a studio – every space is stretched to showcase the arts in multiple forms. Encompassing it all, we pride ourselves in presenting an inspirational programme of excellence that engages and illuminates its audiences.

Our work stretches across a national and indeed international platform, yet our distinctiveness lies in being 'of the place', rooted in who we are, and the creativity of Gaelic and the Outer Hebrides takes centre stage. In October 2005, following a ten year campaign, our magnificent, nationally significant new arts centre on the Stornoway waterfront was opened. Our facility includes a 220 seat auditorium, gallery space, office space, shop, bar and restaurant facilities. The building was one of the largest ever arts developments in the Highlands and Islands and is of key strategic importance nationally for the arts and culture of the Outer Hebrides.

Find out more about our work at our website: <http://lanntair.com/>

How to apply

Applicants are invited to review the Job Description and Person Specification carefully and submit a letter of application, setting out explicitly the ways in which they meet the requirements listed in the skills and experience for either or both posts along, with their CV, by post or email to: christine@lanntair.com by noon on Monday 2nd October 2017.

Should any applicant wish to ask questions or discuss anything prior to submitting their application, please feel free to contact **Christine Phillips, Head of Marketing** on 01851 708488 or email: christine@lanntair.com.

Job Description

Post(s)	Steward and/or Front of House Assistants	
Job Description	<p>The role(s) will provide a welcoming service to the public coming to An Lanntair on the front of house and/or for events at An Lanntair.</p> <p>General duties for both roles:</p> <ul style="list-style-type: none"> - Welcoming and directing customers/visitors, providing programme information, - Providing assistance and information about the centre. - Presenting a positive public face for An Lanntair in support of people entering and contacting the centre through an upbeat manner and by providing appropriate assistance and information. - To ensure that activities comply with statutory legislation, including Health and Safety Laws - To perform miscellaneous duties as assigned within the centre. This may include assisting at events and activities associated with the An Lanntair programme, marketing and front of house duties. <p>The successful applicant(s) must be a team player with the ability to establish and maintain good working relationships with colleagues and partners. A 'can do' attitude and flexible approach will be very important. Candidates must be aged 18 and over, and be eligible to work in the UK</p> <p>Essential Skills and Experience Required for both roles</p> <ul style="list-style-type: none"> - Knowledge of and interest in the arts. - A commitment to An Lanntair, our vision and mission. - Excellent communications skills. - Excellent customer service experience - The ability to deal with the public in a positive and upbeat manner. - The ability to deal with customer problems in an empathetic and positive manner. - Dedication to high quality standards and attention to detail. - A commitment to the Gaelic language and culture. <p>Desirable skills and experience required are:</p> <ul style="list-style-type: none"> - Gaelic speaker. - Knowledge of building security and safety procedures. - Full driving license - First Aid Training 	
	<p>Stewarding duties will include:</p> <ul style="list-style-type: none"> - To welcome, seat and organise the audiences for all An Lanntair's productions, performances and screenings. - To control access to screenings in line with BBFC ratings - To deal efficiently and courteously with customer enquiries and complaints. - To provide assistance to customers with access requirements. <p>Training will be provided.</p>	<p>Front of house duties will include:</p> <ul style="list-style-type: none"> - Ensuring the very highest levels of customer care on the front desk and box office. - Handling enquiries and complaints and processing incoming e-mail. - Acting as a sales assistant for selling tickets through the box office and retailing shop stock. - To operate a computerised ticket and shop system. - Cash handling, including cheques and credit card payments. - To answer the telephone and deal with routine telephone inquiries and telephone bookings, including message taking. - Assisting with website management. - Assist with poster, brochure and flyer distribution around the venue and around the communities across the island. <p>Essential Skills and Experience Required for Front of House</p> <ul style="list-style-type: none"> - Ability to learn new computer systems easily. - Good administration skills. - Confident and professional telephone manner. - Ability to deal with peaks and troughs in workload. <p>Desirable skills and experience</p> <ul style="list-style-type: none"> - Retail experience. - Ability to write for the web and social media. <p>Training will be provided (including box office management, marketing, health & safety procedures, first aid and retail).</p>

Terms & Conditions	<p>Various hours, Hourly rate £7.50</p> <p>25 day annual leave plus 11 public holidays (pro rata)</p> <p>Front of house shifts include: Mon-Sat 9.30-5.30, or 5pm-Close (10-11.30pm weekdays-1am weekends).</p> <p>Stewarding shifts will include a variety of hours and times, and can include early starts or late finishes.</p> <p>Applicants should be flexible to work a variety of shifts, ideally including both day and night shifts.</p> <p>Subject to trial shifts and a three month probation period.</p>
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