

# An Lantair

## Job Description

<b>Post</b>	<b>Front of House Assistant</b>
<b>Objective and purpose of role:</b>	<p>Front of House staff play a key role in support of An Lantair's customer care, to:</p> <ul style="list-style-type: none"> <li>• Ensure the very highest levels of customer care.</li> <li>• Provide box office/front desk cover selling tickets and shop stock.</li> <li>• Deal with telephone enquiries.</li> <li>• Present a positive public face for An Lantair in support of people entering and contacting the centre through an upbeat manner and by providing appropriate assistance and information.</li> <li>• Provide additional front of house duties and activities in support of An Lantair's programme as agreed with your line manager.</li> </ul>
<b>Line Manager</b>	Retail and Front of House Manager
<b>Direct Reports</b>	None
<b>Skills and Experience Required</b>	<ul style="list-style-type: none"> <li>• The ability to deal with the public in a positive, confident and upbeat manner.</li> <li>• The ability to give information and directions to the public clearly and succinctly.</li> <li>• The ability to deal with customer problems in an empathetic and positive manner.</li> <li>• Experience in dealing with the public is desirable.</li> <li>• Good administration and coordination skills.</li> <li>• The capacity to handle box office/reception duties. This includes operating a computerized venue management system.</li> <li>• The capacity to assist in An Lantair's shop.</li> <li>• Confident and professional telephone manner.</li> <li>• Dedication to high quality standards and attention to detail.</li> <li>• Knowledge of building security and safety procedures.</li> <li>• Ability to deal with peaks and troughs in workload.</li> <li>• A commitment to An Lantair and what it is trying to achieve, including an interest in the performing and visual arts.</li> <li>• Knowledge of, or interest in the arts</li> <li>• The successful applicant must be a team player with the ability to establish and maintain good working relationships with all contacts and colleagues, many of whom will be working a variety of flexible patterns. As in any organisation of this nature, there will be an expectation that the post holder will be prepared to muck in and work alongside colleagues as required – so a 'can do' and flexible approach will be important.</li> <li>• Gaelic Speaker desirable</li> <li>• <b>Training will be available for the right candidate</b> (including box office management, health &amp; safety procedures, first aid, retail)</li> </ul>
<b>Duties</b>	<ul style="list-style-type: none"> <li>• To provide assistance and information about the centre.</li> <li>• To provide box office/reception duties. This includes welcoming and directing customers/visitors, providing programme information, handling enquiries and complaints and processing incoming mail.</li> <li>• To answer the telephone and deal with routine telephone inquiries and telephone bookings as required. This will include message taking and processing.</li> <li>• To ensure the highest standard of customer care.</li> </ul>

	<ul style="list-style-type: none"><li>• To ensure all promotional material at the reception is kept up to date and displayed attractively.</li><li>• To operate a computerized ticket and shop system.</li><li>• To handle shop sales.</li><li>• Cash handling, including cheques and credit card payments. To control income through the venue management system including reconciliation of takings and cash security.</li><li>• To perform miscellaneous duties as assigned within the centre. This may include assisting at events and activities associated with the An Lantair programme and front of house duties.</li></ul>
<b>Terms &amp; Conditions</b>	Hourly rate £8.72 Variable hours