



## FRONT OF HOUSE ASSISTANT JOB DESCRIPTION

<b>SALARY</b>	Living Wage Foundation rate (appropriate to age)
<b>CONTRACT TYPE</b>	Permanent, part time [0.4 FTE]
<b>HOURS &amp; LOCATION</b>	16 hours per week, to be given by rota a minimum of 2 weeks in advance, including evenings and weekends.  The position is based at The Workshop, King's Lynn.
<b>LEAVE</b>	4 weeks per year (pro rata) + Bank Holidays, to be taken in line with public and centre holiday periods
<b>REPORTING TO</b>	Venue Supervisor
<b>DESCRIPTION OF ROLE</b>	Based on the reception desk, the postholder will be the face of the organisation. You will greet building users, answer enquiries in person, via email and on the telephone and maintain a 'can-do' attitude at all times. Alongside reception and general administrative duties, you will be a key player in our sales and marketing plan, taking a proactive approach to promoting the building, our activities and upselling wherever possible.
<b>TO EXPRESS INTEREST</b>	Please email your completed application form and a cover letter (no longer than one side of A4) detailing your interest in the position and how you feel you meet the specification to <a href="mailto:recruitment@thegarage.org.uk">recruitment@thegarage.org.uk</a> by 29 <sup>th</sup> November 2021. Interviews will be held Thursday 2 <sup>nd</sup> December 2021. CVs will not be accepted.

Please note, this post will be subject to Enhanced Disclosure and Barring Service check.

We encourage applications from all backgrounds and communities and are committed to supporting the diversification of the Creative Industries. We actively encourage applications from people who consider themselves to be part of minority groups. We are committed to equality and diversity within our workforce and all opportunities provided by the Garage Trust Limited.



The ideal candidate will be a highly organised, committed and enthusiastic individual, comfortable working with people who face a variety of challenges, flexible in their approach to tasks and have bags of initiative.



**THE GARAGE**  
NORWICH



**THE WORKSHOP**  
KING'S LYNN

## MAIN DUTIES

### GENERAL DUTIES

- Staffing the reception desk.
- Responding to requests and queries by the public, via email, phone and face to face communication
- Setting up studios/theatre for events
- Assist with general housekeeping, ensuring that the venue is clean and tidy at all times
- Undertake duties that relate to the smooth running of The Workshop
- Correctly open and close the building, including locking and unlocking, enabling and disabling the alarm systems

### MARKETING AND SALES

- Taking a proactive approach to marketing the venue and activities run by The Garage to maximise sales opportunities
- Ensuring all venue-based marketing (leaflets, posters, plasmas, etc.) are current and used to maximum effect
- Assisting with the maintenance of marketing, press and distribution contact lists
- Disseminating information via post, email or phone calls as required

### ADMINISTRATIVE

- Providing other roles within The Garage as administrative support where necessary
- Collecting feedback from hirers and participants
- Assist in the administration of venue hires, the class programme and holiday activities, when requested

### DEALING WITH BUILDING USERS AND EVENTS

- Provide a friendly and efficient front of house service to all building users
- To employ a proactive and positive approach to troubleshooting and problem solving
- Assist with receiving visiting companies, ensuring that they are adhering to the policies of The Garage Trust



- Assist with Front of House operations in productions and events, including operating Box Office

## **HEALTH AND SAFETY**

- Completing health and safety related procedures as requested by senior management
- Help to ensure all staff members, visiting professionals and young people are working within Health and Safety regulations

## **GENERAL**

- To maintain discretion and strict confidentiality in particularly sensitive situations
- To be aware of and work in accordance with all Garage policies including: Health & Safety; Data Protection; Child Protection, Equal Opportunities
- To act appropriately and as an advocate for The Garage Trust at all times
- Undertake other duties in line with the needs of the organisation and as instructed from time to time