



Job Description

<u>Post Title:</u>	Casual Ushers - Door Attendants
<u>Accountable to:</u>	Line Manager – Front of House Manager
<u>Base:</u>	Preston Guild Hall, Lancaster Road, Preston PR1 1HT
<u>Hours:</u>	Casual
<u>Pay Scale:</u>	Meets National Minimum Wage-Paid Monthly

Purpose of Job

- To assist the Front of House Manager and Duty Manager with the provision of a professional customer-care centred service to all patrons of the Guild Hall and Charter Theatre

Main Responsibilities

- Ticket checking
- Showing Patrons to their seats
- Sale of merchandise and programmes
- Cash handling and reconciliation
- Dealing with general customer enquiries
- Assistance with emergency procedures
- To undertake any further duties considered reasonable in order to fulfil the requirements and objectives of the Company.

Financial

- The post holder must work collectively with Line Managers and other colleagues/personnel to ensure that budgetary considerations and financial targets are achieved.

Personal Development

- Ensure participation in supervisions and appraisals
- Identify and attend any training requirements

Creativity and Innovation



- The post holder must work to Company policies and procedures at all times.

Contacts and Relationships

Working relationships will include the following:

Internal

- Line Managers
- Supervisors
- Front of house staff
- HR
- Finance
- Head office personnel

External

- Contractors
- Entertainers
- Legislative bodies

The post holder will be expected to build good working relationships at every level. Working in partnership with stakeholders is highly valued and Casual Ushers must be approachable, friendly and able to communicate effectively at all times.

Quality

The achievement of Quality Assurance requires each member of staff to participate and ensure quality is assured in each aspect of their work.

Each member of staff is required to ensure that:

- Their work is discharged correctly first time on each occasion.
- The customer is always put first.
- Staff practices teamwork every day.
- That in all things, the customer requirements are met and all staff contribute fully to achieving Preston Guild Halls corporate goals and objectives

Confidentiality

Each member of staff is responsible for ensuring the confidentiality of any information relating to staff, entertainers and the general public and to comply



with all the requirements of the Data Protection Act while carrying out the duties of the post. Any breaches in confidentiality will be dealt with by the companies Disciplinary Procedure and may result in dismissal.

Health and Safety

The post holder must carry out his/her duties with full regard to the companies' Health and Safety procedures. Each member of staff is responsible for ensuring that they carry out the duties of their post in accordance with all appropriate Health and Safety legislation, guidance and procedures and that they do not, by any act or omission on their part, create a threat to the Health and Safety of any other person.

Equal Opportunities

The post holder must carry out his/her duties with full regard to the company Equal Opportunities policy

External Interests

Each member of staff is responsible for ensuring that any external interest they have does not conflict with the duties of their post and they must disclose the external interest if this is likely to occur or if they are in doubt about a possible conflict of interest.

Fire Training

Each member of staff has a statutory obligation to attend a fire lecture each year. It is the responsibility of each member of staff to ensure they comply

Flexibility

Job descriptions are intended to act as a flexible guide to the duties of the post and therefore will require revision in consultation with the post holder to reflect the changing requirements of every post so as to enable Preston Guild Hall Ltd to achieve its corporate goals and objective

Postscript

All changes made to this job description will be made in consultation with the potholder.



PERSON SPECIFICATION

Position:

Department:

Personal attributes required based on Job Description	Essential (E) or Desirable (D)
Qualifications <ul style="list-style-type: none"> • Basic literacy & numeracy 	E
Experience <ul style="list-style-type: none"> • Experience in a retail sales environment • Operation of electronic cash till • Experience of dealing directly with the general public in a similar environment 	D D D
Knowledge, skills and abilities <ul style="list-style-type: none"> • Ability to deal with customers politely and efficiently • Ability to handle and balance cash • Ability to complete basic paperwork • Must be numerate (with mental arithmetic skills) • Ability to operate electronic cash till • Knowledge of or interest in the Arts and entertainment 	E E E E E D D
Other or Special Requirements <ul style="list-style-type: none"> • Available for evening, week-end work including Bank Holidays Boxing Day, New Year's Eve and occasional day time availability 	E
<i>N.B Any candidate who does not meet all the essential criteria cannot be short listed for an interview.</i>	