ARNOLFINI

JOB DESCRIPTION

DESIGNATION: Front of House Officer
RESPONSIBLE TO: Duty Manager
GRADE: 2
DATE: October 2013

Purpose of Job

The Front of House Officer, in co-operation with all other Arnolfini staff, will provide a welcoming service and first point of contact to all Arnolfini visitors (public, artists, contractors, consultants, promoters, staff, sponsors, funders etc). The Front of House Officer is responsible for ensuring the smooth transaction of ticket sales and bookings for a busy box office, and for enhancing visitor experience by providing an informed and courteous point of contact for all visitors and staff.

Key Accountabilities

- Providing a welcoming and efficient front of house service to all visitors and staff.
- Responding to visitor comments and enquiries in person, on e-mail and over the phone.
- Administering ticket bookings and reservations online, in person and over the phone.
- Working with the Front of House Manager and Duty Managers to collate audience and box office statistics for the purposes of external and internal reporting.

Duties and Responsibilities

Services to Visitors

- To be responsible for the selling/issuing of tickets for all aspects of the programme and to assist the smooth running of the box office by correctly taking bookings in person and by telephone.
- To be responsible for the safe keeping of individual floats and keys, and reconciling Box Office takings at the end of the shift.
- To be responsible for correctly undertaking all ticket transactions using Databox computerised box office system.
- To monitor the public entering the building and to notify the Duty Manager immediately of any suspicions regarding intentions to theft/malicious damage or an incident or situation; which may lead to a breakdown of safety or security.
- To notify the Duty Manager immediately of any visitor complaint regarding services or facilities.
- To be responsible for the collection of, recording of, securing of, and public enquiries regarding lost property.
First Point of Contact

- To ensure all inquiries are dealt with in a polite and professional manner and that information on current and future events is available.
- To answer incoming telephone calls to Arnolfini, in a polite and professional manner, transferring non box office enquiries to other staff extensions/voicemail.
- To answer all public enquiries at the reception desk including providing basic general information on Bristol, other local arts venues and directional help and guidance as required.
- To be fully conversant with all aspects of Arnolfini’s current programme by attending meetings, briefings and by undertaking programme research – ensuring excellent, informed customer service for all users at all times.
- To make use of Arnolfini’s intranet to share research and communicate within the Front of House department.
- To receive and sign for deliveries, ensuring their distribution to departments as required and as quickly as possible. Redirecting larger deliveries to the most appropriate delivery point and taking care of items lodged for despatch until collected by courier.
- To ensure the foyer is kept clear and presentable, and notify the Duty Manager of any deliveries/despatch in the foyer uncollected for any length of time.
- To be responsible for the daily attendance sheets to ensure that members of staff, performers, artists, contractors etc have recorded their entry and exit from the building.
- To issue keys and security fobs according to Front of House procedures.
- To collate the attendance sheets in the event of evacuating the building and act as Assembly Point Contact.

Administration

- To be competent in the use of Microsoft Office software packages, including Outlook, Word and Excel. Utilising these skills to assist effective communication and administration within the team and throughout the organisation.
- Assisting the Front of House Manager and Duty Managers in the accurate collation of all statistical information generated from the Box Office and Front of House (Databox, people counter, etc).
- To maintain the Box Office (Databox) system in accordance with the Front of House procedures manual and current Data Protection legislation.
- To contribute to Arnolfini’s Digital Communications strategy by undergoing training and routinely using social media to respond to customer comments and enquiries, to update the Arnolfini website with customer notices as necessary, and to increase the online visibility of Arnolfini’s programme.
- To update listings on Arnolfini website on evenings and weekends.
- To work alongside the Senior Development Manager to promote and manage Arnolfini’s membership scheme: processing membership sales, renewals and expiries, and periodically mailing out brochures and information to members.

General

- Follow guidance and procedures set out in the Front of House manuals at all times.
- To be fully conversant with all Arnolfini policies including Equal Opportunities and Health and Safety and ensure by following established working practices and guidance that all policies are adhered to at all times.
- To attend and contribute to training or meetings as required.
- To carry out any further duties as reasonably requested by the Front of House Manager, Duty Managers or Director/s, or whoever she/he designates.
Scope for Impact

- Working with the Front of House team and the whole organisation to enhance visitor experience and support audience engagement with the artistic programme.
- Contributing to building and visitor security and accessibility by maintaining health and safety practice and contributing to policy reviews
- Working with other Arnolfini staff to build relationships with all visitors including the public, artists, funders, sponsors, contractors, consultants and promoters etc.
- Contributing to the effective and efficient running of the Arnolfini’s activities
- Undertaking programme research and sharing with FOH colleagues

Person Specification

Essential (must have)

- Minimum of 1-year experience working in a busy customer orientated environment, facilitating excellent customer service.
- Clear and effective written, verbal and IT communication skills
- A proven ability to handle demanding and difficult situations with the public, in a calm and confident manner.
- Attention to detail and the ability to multi task in a pressured environment without compromising on quality
- Able to adapt to a lively and constantly changing programme, with a flexible attitude and willingness to learn.

Desirable (should have)

- A working knowledge of Databox or a similar system
- A working knowledge of Microsoft Office software including Outlook, Word and Excel
- Previous cash handling/till reconciliation experience
- Experience of using social networking sites.

Terms & Conditions

The starting salary is offered at Grade 2; £14,000 pro rata per annum. There will be a six month probationary period. On successful completion of the probation pay will be reviewed to the standard level which is currently £14,425.

This is a permanent post. Hours will be 28 hours per week, variable shifts over 7 days to include early mornings, evenings and weekends

Annual leave entitlement will be 24 days pro rata per annum.

You will need to provide evidence that you have the necessary permission to work in the UK.
Applications

Please complete the Arnolfini application form. You can download a version from our website www.arnolfini.org.uk

Ensure you read the job description and person specification before you start to complete the form. Please indicate which of the roles you are interested in being considered for on the application form.

Please do not attach CVs, references or educational certificates to your application form. Applications in the form of CVs will not be considered.

If you need to attach a continuation sheet please mark your name clearly at the top of the sheet. Please limit continuation sheets to one side of A4.

The application form is an important part of the selection process. To ensure fairness to all applicants any decision to short list you for interview will be based solely on the information you supply on your application form. It is important you give as much information as relevant regarding why you wish to apply and what makes you a suitable applicant.

Arnolfini is actively working towards equal opportunities and welcomes applications from candidates of all ages and backgrounds. We would appreciate it if you would complete and return the enclosed equal opportunities monitoring form.

Please send completed applications marked ‘Front of House Officer’ in the top corner of the envelope to Recruitment Manager, Arnolfini, 16 Narrow Quay, Bristol, BS1 4QA or by email to recruitment@arnolfini.org.uk

Applications should arrive no later than Noon on Thursday 31st October 2013

Only Short-listed Candidates will be notified of interview to be held on Friday 8th November 2013.

You will be notified as soon as possible if you are invited to attend an interview. Regrettably, owing to the anticipated response, we shall not be sending rejection notifications to unsuccessful candidates.
“Arnolfini is one of a handful of the most significant cultural centres in Europe”
Sir Nicholas Serota, Director of Tate, 2011

Mission Statement

Arnolfini's mission is to foster artistic experiment and engagement across the contemporary arts. Through a visual arts-led, multidisciplinary programme of exhibitions, performance, dance, music, film, poetry & literature, on-line and off-site projects, accompanied by a broad range of talks, learning and participation activities, Arnolfini provides Bristol and the West of England with a centre for the contemporary arts of international significance.

Belief

We believe that it is through creativity and the exchange of ideas that people make meaning, and through meaningful engagement individuals become empowered and society can develop. Art inspires change.

Vision

Arnolfini is A Space for Ideas:

- A space for experimentation, supporting emerging artists, alongside internationally renowned figures, in developing new and innovative art.

- A champion of collaboration across the art forms, and beyond, promoting interdisciplinary projects, partnership working, dialogue and debate.

- Engagement is at the heart of everything we do, from learning & participation to how we communicate the programme, so as to involve the widest possible range of audiences.

- Arnolfini is rooted in its local cultural surroundings, as we believe that contemporary art must be relevant in a broad social context if it is to be a force for change.

- Internationalism is integral to our outlook, developing partnerships beyond the UK and recognising the increasingly globalised context for making art

Audiences

Arnolfini aims to create the conditions for active engagement and participation in contemporary art for the widest possible range of people. Diversity is a core principle. We aim to provide different 'ways in' to engaging with the programme, to develop specific communities of interest and to be open to change through two-way dialogue. In 2011/12 Arnolfini received 452,687 visits