



**Job Description**

|  |  |
| --- | --- |
| **A JOB TITLE**: | **Front of House Team** |
| **B RESPONSIBLE TO:** | **Venue Manager, Duty Managers, Chief Operating Officer and CEO** |
| **C RESPONSIBLE FOR:** | Front of House Operations |
| **D KEY RELATIONSHIPS: (Internal)** | Head of Facilities and Compliance, Junior Promoter, Head of Programming, Head of Marketing and Communications. |
| **E KEY RELATIONSHIPS: (External)** | Tour Managers, Artists, touring engineers & crew SIA Staff |
| **F SALARY:** | £9.90 /Hour  |
| **G** **HOURS:**  | Variable hours  |
| **H HOLIDAY ENTITLEMENT:**  | 20 days (not including bank holidays) |
| **J NOTICE PERIOD:** | 2 Weeks. |

**Job requirements and responsibilities**

This is a key post as part of the team of Inner City Music Ltd, the owners and operators of the Band on the Wall music venue.

As a public face of Band on the Wall, it will be the Front of House Team’s responsibility to maintain the highest levels of customer service and guarantee that the principles and central mission of the organisation are maintained by all public facing staff during the entirety of venue opening hours.

The Front of House Team operates within the venue and will be a welcoming and helpful point of contact for customers and clients alike. Supported by a team of Duty Manager’s, Venue Manager, Box Office and Ticketing Manager, and agency SIA, the Front of House Team deals with the public facing aspect at the premises or other venues as appropriate, ensuring that customers feel welcome when they attend events.

The Front of House Team will be responsible for maintaining best practice customer service values and company ethos in all internal and external relationships.

**Key Tasks and Responsibilities:**

* Setting up the venue spaces and bars according to the type of event. Ensuring the spaces are as aesthetically pleasing as possible, clean, and tidy.
* To deliver excellent service.
* Maintaining knowledge of food and drinks as well as knowledge of shows that are coming up.
* Making beverages, making sure stations are clean, tidy, and well stocked.
* Any other tasks as directed by the management team.
* Adhere to company policies and procedures and legal requirements as specified in the training handbook.
* Cocktail Bartenders will have in in depth knowledge of classic cocktails and have at least 1 years' experience in a cocktail bar setting. You will also be involved in menu development and creation of seasonal specials.

**Health & Safety**

* To fulfil a key role in the management of health and safety at work and ensure that the policy and procedures are adhered to.
* To ensure that you always act in compliance with health and safety, licensing and building control regulations.

**Confidentiality**

To adhere to Policies and Procedures on confidentiality and the management and sharing of information.

**Equal Opportunities**

To actively promote an Equal Opportunity Policy. To help promote a working environment where all employees are valued as individuals and are encouraged to fulfil their potential. **Please note that racist / sexist and any other intolerant actions or language will not be permitted by the organisation and would be seen as completely inconsistent with our company philosophy.**

Inner City Music Ltd is an equal opportunities employer and guarantee that decisions regarding appointments will be made only based on appropriate ability and experience.

**Training and Development**

To emphasise the importance of development in the workplace. To actively encourage a learning environment and development within others. To be proactive about own continuous professional development.