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JOB DESCRIPTION

Job Title: **Front of House Assistant**
Reporting to: Facilities & Operations Manager
Rate of Pay: £9.50 per hour
Hours: Casual employed basis, evenings and weekends
Expected minimum availability two events a month

Principle responsibilities

- To present a welcoming, courteous, helpful and efficient front of house service for the Landmark Arts Centre to all members of the general public
- To ensure the comfort and safety of the general public at all times before, during and after an event.
- To operate a box office facility at events and maintain the secure and accurate handling of all monies.

Main Duties

1. Customer service and public safety

- To welcome customers to events and classes and to act as the first point of contact.
- To be familiar with the Centre's facilities and activities, in particular with current and future events, in order to assist the public with queries and to promote the work and image of the Centre.
- To be familiar with the Centre's fire and evacuation procedures and to attend appropriate training in order to be able to carry out such procedures correctly.
- To be responsive to any other emergency that may occur, such as sudden illness, and to react with calmness, speed and efficiency.
- To anticipate the comfort and safety needs of customers at all times.
- To be aware of the standard of tidiness required in the foyer and the performance spaces and to be responsible for maintaining this standard during events.
- To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with respect.

2. Box Office & Shop

- To operate the box office at events and classes, distributing pre-paid tickets and processing new bookings.
- To process sales of items from the Landmark shop.
- To handle cash and credit cards sales with confidence.
- To assist customers as necessary.

3. General

- To work with and supervise volunteers as required during events and report any problems arising immediately to the Duty Manager.
- To undertake any training as required, both in-house and away from the Centre, in health and safety, first aid, fire & emergency marshalling and sales.
- In conjunction with the Duty Manager and team of volunteers, to clear the performance spaces of litter at the end of an event.
- To be aware of the Centre's health and safety rules as they affect the front of house area.
- To carry out other duties as shall reasonably be required by the Duty Manager.
- To unlock and secure the building in accordance with relevant procedures at the start and end of events or classes.

Person specification

- Enthusiasm for the arts and live events
- Enthusiastic and courteous manner
- Interest in working with members of the public
- Flexible about working hours and availability

Required skills and experience

- Experience in customer care
- Experience of handling cash

The role holder will be required to pass an enhanced Disclosure & Barring Service (formerly CRB) check before commencing employment with the Landmark Arts Centre.

Within the scope of the post the Landmark Arts Centre reserves the right to vary the duties and responsibilities of staff to suit the future needs of the organisation.

About The Landmark Arts Centre

The Landmark Arts Centre is a Registered Charity, governed by a Board of Trustees. We offer a year-round vibrant programme of concerts, live events, exhibitions (including our nationally recognised art fairs) and classes. We are based in a magnificent 19th century Grade II* listed former church which was saved from demolition by local people in the 1980s. We are dedicated to preserving this building as a community arts asset for the benefit of the whole community. Our website gives more information about our activities and history.

The building is owned by the London Diocese, leased to the Landmark charity. We are responsible for the upkeep of the building and also for a small area of woodland which we are developing into a public outdoor garden, exhibition and events space.

Our programme is diverse. We present concerts by both internationally known performers and local non-professional arts organisations. Our exhibitions attract visual artists from across the country and include both solo and group shows. Our education programme encompasses visual and performing arts activities for adults and children, plus we offer affordable hire space for independent providers to run their own classes. In an average year we welcome over 30,000 visitors to the Landmark.

We also offer facilities for private hire, mainly wedding receptions, have a small shop selling work by local artists and makers and provide a bar and café service at events. These activities are managed by Landmark Trading Ltd, a wholly owned subsidiary of the charity which donates all its profits to the charity.

We do not receive any core funding, raising all our own income through our activities, public donations and making grant applications. Each year a budget for the organisation is set and the post holder will be expected to manage their element of the budget in a prudent and efficient manner, keeping proper records and supplying information to other members of staff as required.

Location

The Centre is situated in Teddington in south west London, between Twickenham and Kingston-upon-Thames and on the south western bank of the Thames. The nearest BR station is Teddington with frequent, direct trains into London (Waterloo). The journey takes around 35 minutes. The Centre has very limited parking on site and staff members would normally be expected to park off-site. However there are cycle racks for up to 12 bicycles and the Centre is well served by local buses, connecting with Richmond, Twickenham & Kingston.

We are close to the River Thames and Teddington Lock, on a major road junction, which means we are receiving an increasing number of drop-in visitors intrigued by the building. We plan to maximise the opportunities these visitors present as we further develop our presence and activities.

Our Vision and Covid

The pandemic has given us major challenges but we have successfully raised over £75,000 from over 1,000 local people which is indicative of the affection that the Landmark and the building have in the area. We were pleased to have been recognised for the contribution we make to the community by Arts Council England who awarded us funding from the Cultural Recovery Fund last year.

Together this enables us to look forward and programme activities and events for the future, accepting that we have to adapt to changing conditions. Our vision is to continue providing activities that appeal to the community as a whole, early years through to senior citizens and every stage in between. The diversity of the arts arena and different genres will be reflected in the diversity of our programme both in delivery format and content

Our Facilities

The size of our building is both an asset and a constraint, breaking down into 3 activity spaces: Main Hall & Stage, Bell Room and Studio. In addition there are two office spaces, separate public and staff/performer toilets and a kitchen. The activity spaces are an asset as they are flexible spaces, but a constraint as this means equipment is regularly put up and taken down depending on the needs of the activity taking place. The Facilities and Operations Manager will be responsible for preparing spaces, including setting up and taking down equipment as required.

Staff

The Landmark Arts Centre is committed to providing equal opportunities, encouraging equality, diversity and inclusion and eliminating discrimination among all who work or volunteer for us. Our aim is for all who work or volunteer for us to feel respected and able to give their best.

The Landmark Arts Centre has 5 core permanent staff, 8 Front of House casual staff, 1 freelancer and 30 committed volunteers. The Arts Centre Manager is the senior staff member, reporting directly to the Board of Trustees.

The 5 core staff comprise: Arts Centre Manager, Administrator, Facilities & Operations Manager Learning Programme Manager and Visual Arts Curator. A copy of our staff structure is attached, showing the roles and line management.

The Post – Front of House Assistant

The Centre has expanded the number and range of its activities considerably over the past twenty-five years, attracting over 30,000 visitors a year. For many visitors the Front of House Assistant is the first person they meet when attending a concert, exhibition or evening class. The Front of House Assistants therefore are key in presenting a welcoming and helpful 'face' for our visitors.

Front of House Assistants need to be well-groomed and wear smart casual wear when on duty. A name badge will be provided and must be worn at all times whilst on duty. Front of House Assistants are required to sign on and off their shift and submit a monthly timesheet in arrears. They are entered onto The Landmark Arts Centre payroll and should it be applicable, tax and NI is deducted from monthly pay.

Availability

We are recruiting now with a view to successful candidates starting from September on a casual basis. The Facilities & Operations Manager sends out a rota for each season and Front of House Assistants indicate which sessions they can cover. Shifts are then allocated equally amongst the Front of House team, based on an individual's availability.

Remuneration

£9.50 per hour.

Hours of work

Due to the nature of the Centre's programme, the post involves evening and weekend work with each shift generally being around 4 hours although it may be longer or shorter depending on events.

Closing Date/Time for Applications: 9am Monday 4th July

Interviews will be held Friday 8th July