

Role Description

Role Title: General Assistant

Location: Westlands Entertainment Venue, Yeovil

Job Family: Customer Focussed

Hours of Work: Casual, as and when required

Reports to: Front of House Manager

Supervisory Responsibilities: None

Grade: £8.67 per hour plus holiday pay

Allowances: None

Main purpose

The Front of House team is responsible for ensuring we provide suitable, smart, welcoming and safe environments for our customers at Westlands Entertainment Venue and The Octagon Theatre. Our spaces need to be set up to the customer's specification for conferences, meetings and events and to be welcoming to all members of the public who choose to visit.

This Front of House team supports the delivery of excellent customer service, enhancing the customer experience and reputation of the venues whilst contributing financially to the operation of the service.

Key tasks

Key Responsibilities

Prepare rooms and spaces according to the requirements of the customer or events scheduled to take place, as advised by the Front of House Manager or Housekeeper.

Core Tasks

- Setup rooms and spaces as instructed to ensure they are ready for scheduled meetings or events, including setting up or dismantling room dividers, tables, chairs and other furniture or equipment.
- Setup the main auditoria front of house areas as instructed to make them ready for use by the general public or invited guests, including the dismantling or moving of auditorium seating systems, tables, chairs, floor coverings and other furniture.
- Assist the Housekeeping team with other general maintenance and operational duties with a willing and practical approach to any given tasks, including cleaning and tidying of areas.
- Undertake additional duties commensurate with the role that may reasonably be required.

Health, Safety & Hygiene

- Comply with all relevant health and safety procedures, licensing conditions, council policy and other applicable legislation, reporting any problems or concerns immediately to the Front of House Manager.

This Role Profile is not a definitive statement of your contractual obligations and could be subject to change.

Key Results

- Complete and accurate room or space set up by specified time.
- Positive customer feedback

Additional Notes

- This role requires significant movement of bulky furniture or similar items. Whilst equipment is provided to keep manual handling to a minimum, the post holder will be required to undertake significant amounts of lifting, carrying and positioning of furniture.

Personal Specification

Professional and educational qualifications

Essential	Desirable
	<ul style="list-style-type: none"> Manual Handling Qualification

Experience and personal qualities

Essential	Desirable
<ul style="list-style-type: none"> Positive, enthusiastic and approachable Smart appearance Good team worker Passion for delivering to plan 	<ul style="list-style-type: none"> Setting up and preparing rooms and spaces for events Cleaning or Housekeeping in a professional environment

Key Skills

Essential	Desirable
<ul style="list-style-type: none"> Ability to work on own initiative Good prioritisation and time management skills with the ability to work to deadlines 	

Knowledge

Essential	Desirable
	<ul style="list-style-type: none"> Knowledge of safe manual handling procedures Knowledge of CoSHH regulations and cleaning with chemicals