

Harlow Council Employee Profile

Job Title: Casual Duty Front of House Manager

Post Number: PH0210

Attributes	Essential	Desirable	Method of Identification
Education Qualifications	Good general level of education.	Customer service qualification.	Application form
Related Experience	Customer service management experience; cash handling experience.	Supervisory or theatre Management experience.	Application form Interview
Special Circumstances	Able to work flexible hours – primarily evening and weekend but can include some daytime shows.		Application form Interview
Special Knowledge, Training	Customer service knowledge.	Hold a basic first aid certificate and be a Personal Licence holder. Training in customer care and dealing with difficult people.	Application form Interview
Skills and Abilities	Calm under pressure, able to liaise with staff and visiting companies. Able to communicate with members of the public.		Interview
Disposition and Attitude	Understands and is committed to equal opportunities, is conscientious and is able to work as part of a team.		Interview