

## Harlow Council Job Description

**Job Title:** Host **Post Number:** PH0320X

**Grade:** 3 **Date:** September 2023

**Service:** Communities and Environment

**Location:** Harlow Playhouse

**Responsible to:** Senior Host

### Job Purpose:

To contribute to the efficient operation of Harlow Playhouse Café Bar/Box Office and the efficient delivery of sales and customer service.

<b>1.0</b>	To contribute to the efficient delivery of café and bar sales and ticket bookings, within procedures set out by the Senior Host.
<b>2.0</b>	To contribute to the efficient operation of the Café Bar/Box Office, within procedures set out by the Senior Host.
<b>3.0</b>	To contribute to stimulating sales.
<b>4.0</b>	Other duties appropriate to the role.
<b>5.0</b>	Statement of Health and Safety.

**Breakdown of tasks:**

**1.0 To contribute to the efficient delivery of café and bar sales and ticket bookings, within procedures set out by the Senior Host**

- 1.1 To carry out café and bar sales and ticket bookings via the Café Bar/Box Office and by telephone in a positive, polite and efficient manner.
- 1.2 To assist with customer enquiries in a proactive, polite and efficient manner, and to demonstrate a customer-focused knowledge of the programme of events.
- 1.3 To ensure customer information is correctly entered into the database and adheres to the Playhouse customer account style.
- 1.4 To efficiently provide sales information as required and assist in ensuring problems are dealt with in a positive and effective manner.

**2.0 To contribute to the efficient operation of the Café Bar/Box Office, within procedures set out by the Senior Host**

- 2.1 To assist with visitor enquiries, including performing artists, production representatives, contractors and general visitors, and alert relevant staff as required.
- 2.2 To proactively keep the Café Bar/Box Office and foyers as tidy as possible and return furniture and other moveable objects to their proper positions as required, and maintain the environment and equipment standards as required.
- 2.3 To proactively maintain up-to-date and tidy displays of brochures, posters and leaflets.
- 2.4 To deactivate the alarm and open up the Café Bar/Box Office where required and lower foyer, including the switching on of front of house electronic displays, ambient music and lights.
- 2.5 To close down the Café Bar/Box Office as required, including switching off electronic displays, music and lights, and switch between Café to Bar operations as required.
- 2.6 To carry out cashing-up and accounting procedures as agreed by the Senior Host.
- 2.7 To follow agreed security procedures, to include safe and key procedures.
- 2.8 To be smartly presented and adhere to the Playhouse's uniform policy at all times.
- 2.9 To be flexible with rota hours set by the Senior Host and be prepared to make changes at short notice.

**3.0 To contribute to stimulating ticket sales**

- 3.1 To proactively let customers know about other events that they might be interested in, particularly when no other customers are waiting to be served, either in-person or on the phone.
- 3.2 To make telephone calls, send letters or perform other marketing tasks as and when required.
- 3.3 To show initiative and contribute to sales-generating activities and ideas.

#### **4.0 Other duties appropriate to the role.**

- 4.1** To undertake other duties commensurate with the grade, skills, knowledge and experience of the post holder.
- 4.2** All employees are expected to show a commitment to safeguarding children, young people and adults with care and support needs.
- 4.3** All employees are expected to have regard and operate within the Council's commitment to equality and diversity and customer care.
- 4.4** All employees are expected to adhere to requirements of GDPR (General Data Protection Regulations) and The Data Protection Act (2018) and comply with measures to protect the confidentiality of information in accordance with Council policies and procedures.
- 4.5** All employees are expected to familiarise themselves with and adhere to all relevant Council Policies and Procedures.

#### **5.0 Statement of Health and Safety**

- 5.1** Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work Act 1974.
- 5.2**
  - To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
  - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
  - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.