



## Role Description

**Role Title:** General Assistant

**Location:** Octagon Theatre and 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:** £8.50 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 postholder will be required to undertake significant amounts of lifting, carrying and positioning of furniture.



## Personal Specification

Qualifications	Essential or Desirable
Manual Handling Qualification	Desirable

Knowledge	Essential or Desirable
Knowledge of safe manual handling procedures	Desirable
Knowledge of CoSHH regulations and cleaning with chemicals	Desirable

Skills	Essential or Desirable
Ability to work on own initiative	Essential
Good prioritisation and time management skills with the ability to work to deadlines	Essential

Experience	Essential or Desirable
Setting up and preparing rooms and spaces for events	Desirable
Cleaning or Housekeeping in a professional environment	Desirable

Personal qualities	Essential or Desirable
Positive, enthusiastic and approachable	Essential
Smart appearance	Essential
Good team worker	Essential
Passion for delivering to plan	Essential