**JOB TITLE: VENUE STAFF**

**LOCATION:** BRAYFORD

**REPORTS TO: General Manager**

**MAIN PURPOSE**

To provide high quality service in the bar, catering and front of house service at the Lincoln Arts Centre, and to support the promotion of the venue.

To deliver, under the guidance of the Front of House and Café Bar Management team, the best standard in service and qualityto all its customers, Thus, enhancing the student and audience experience, and professional image of the University.

To be an integral part of the Lincoln Arts Centre team and work alongside a number of other roles in order to provide a successful working environment and an enjoyable customer service.

To act under instruction from the General Manager.

**PRINCIPAL ACCOUNTABILITIES**

* Duties will include, but are not limited to:

Bar service, glass collecting, cloakroom operation, box office service, ticket collecting, guestlist checking, toilet checking/cleaning, stock rotating, ushering, selling merchandise, food service, cash handling, marketing support, event stewarding and flyering for the venue.

* To deliver services in accordance with the Lincoln Arts Centre manual, and instruction and guidance of the Front of House and Café Bar Management team.
* To provide a high customer service standard within the bounds of the licensing laws.
* To provide a welcoming and friendly atmosphere for customers to encourage repeat business.
* To provide box office, marketing and promotional support for Lincoln Arts Centre, e.g. flyering after performances and in public areas, assisting with distribution
* To follow procedure regards stock and cash movement.
* Handle Cash and input into tills.
* Collect glassware and rubbish from around the café and auditorium; ensuring that the floor is kept clear at all times.
* To observe as applicable;

Licensing laws

Procedure and instructions relating to fire and accidents

Food Hygiene, and Health and Safety Regulations

All aspects of consumer law

**NATURE AND SCOPE**

* Responsible to the General Manager for the Principal Accountabilities as detailed above. To maintain a flexible working approach towards tasks and hours required.

**UNIVERSITY OF LINCOLN**

## PERSON SPECIFICATION

**Post: VENUE STAFF Post Reference:**

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| Selection Criteria | **Essential (E) or Desirable (D)** |
| ***Skills:***  Good communication skills  Confidently work with the Public  Good customer care skills  Good Basic Numeracy  Good use of initiative  Knowledge of Food Hygiene to a Level 1 standard | E **E**  **E**  **E**  **E**  **D** |
| ***Experience:***  Experience of high street bar (or similar) environment  Till Operation  Experience of fulfilling rotas and schedules | **D**  **D**  **D** |
| ***Personal Qualities:***  Flexible in working hours  Enthusiastic and polite  Reliable  Team approach | **E**  **E**  **E**  **E** |
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**Essential Requirements** are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

# Desirable Requirements are those which would be useful for the postholder to possess and will be considered when more than one applicant meets the essential requirements.