



Job Description

Job Title: **Casual Staff for Front of House – Bars, Stewarding and Box Office**

Responsible to: Front of House Managers, Commercial Team, Bars and Facilities Manager

Bristol Music Trust

Run by Bristol Music Trust, and known as **Bristol Beacon**, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning and engagement. We announced our new name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as local choirs, orchestras, and schools.

As an organisation increasing in national importance, we have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music-Education-Hub for Bristol, we deliver the National-Plan-for-Music-Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

In 2018, we embarked on a major capital transformation to create a world-class concert hall for the region that is the most inclusive in the UK. Prior to transformation, our artistic programme had grown to 450 events and six major festivals, attracting 300,000 visitors per year. Our visitors come from across the UK and abroad with 65% from Bristol. Throughout the refurbishment, we have run a programme of 200 concerts per year in interesting locations, which has maintained crucial engagement with audiences and artists, targeting hard-to-reach groups and disadvantaged areas.

In 2023 we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

We are showing further sector leadership through our sustainability commitment to become the first carbon neutral concert hall in the UK.

We believe in the power of music to transform lives, and we achieve our aims through the work of our vibrant and dedicated staff team. We aspire to reflect the city of Bristol and its people; we value individual difference and staff wellbeing, so that our team can be their best selves at work. Bristol Beacon's

commitment to diversity is that we believe that our work will be greater when we are representative of the lived experience across Bristol and the wider region.

We are looking for people with the skills, enthusiasm, and experience to help us to widen our perspective and better serve the needs of our communities. We are particularly interested to hear from applicants who may be from a background that is underrepresented in the culture sector and would like to develop their chosen field of work with us.

Customer Service Team

The Customer Service team is responsible for Bristol Beacon's Box Office and Front of House. The work of the team is varied and covers all aspects of a customer's experience when visiting Bristol Beacon. It is essential that excellent customer service be provided at all times. The Bristol Beacon staff team work extremely hard to maintain and improve the level of service we offer to our customers. Our focus on the customer has resulted in staff at Bristol Beacon being successful in achieving awards for excellent customer service and we are constantly looking for new ways of improving our services.

Purpose of the Job

Front of House (FOH) casual staff are competent at performing a role on Bars, Box Office, Stewarding and Events and will be asked to work in those areas as needed to meet the requirements of Bristol Beacons Bars, Box Office and the halls Shows and Events.

All FOH casual staff aim to ensure that our customers have an excellent experience. Whilst performing the bars element of the role, the purpose is to work as a front of house team member, facilitating the sales of goods including selling a range of drinks and confectionary on our bars.

FOH staff will steward our shows and events as required, providing friendly and hospitable customer service.

FOH staff will provide effective customer service and ticket sales as part of our Box Office team.

FOH staff will also be asked to provide professional and proactive waiter service to ensure the smooth-running of our private hire and hospitality events.

As needed FOH staff will facilitate the sale of merchandise as directed.

Key Responsibilities

1. **Customer Service, Communication, Planning & Organisation** - Ensure an excellent level of customer service is provided at all times - meet and greet all guests, visitors, customers, and clients of the venue ensuring they feel welcomed and that their needs are met.
2. **Customer Service, Planning & Organisation**- Respond to customer enquiries in an efficient and supportive manner working across all our sites including Bristol Beacon, our Southmead premises, and any external temporary sites.
3. **Customer Service, Communication, Teamwork** - To serve customers and take bar orders, managing busy periods and ensuring efficient communication with the rest of the FOH team.
4. **Communication, Teamwork, Professional** - To provide professional and proactive waiter service as required at private hire events including conferences, weddings, and parties, ensuring that guests are attended, that event supplies remain stocked up and effective communication with all other event staff.
5. **Customer Service, Professional, Numeracy** - Ensure the maximisation of income for Bristol Music Trust when working on our bars or selling retail items or merchandise. Serve drinks in a quick and efficient manner and use the Bristol Music Trust Age Verification Policy (Challenge 25) as required.
6. **Customer Service, Communication, Teamwork** – Provide an efficient and welcoming Box Office service, providing information to facilitate the sale of shows and information about our venue.

7. **Customer Service, Numeracy, Professional** - Ensure accurate handling of cash and other forms of payment on our Box Office, including card and cash payments and balancing the Box Office counter.
8. **Customer Service, Communication, Adaptability** - To steward events and shows as required, providing a friendly and efficient service, directing customers and guests, and providing the information they need.
9. **Professional, Planning & Organisation** - Assist in the smooth entry and exit of visitors, including meeting the particular needs of any visitor to the venue.
10. **Planning & Organisation, Teamwork** - Supporting in the evacuation of premises, where required, in an efficient and courteous manner.
11. **Adaptability, Professional** -To staff events at our Southmead premises and any external sites as required.
12. **Professional, Customer Service**- To have a clean, tidy, and professional appearance at all times, wearing uniform as supplied or adhering to dress code required.
13. **Customer Service, Planning & Organisation** - Ensure work area and public areas are kept clean, tidy, and welcoming to visitors.
14. **Professional** - Adhere to licensing regulations as required by licensing laws and health and safety regulations as directed.
15. **Communication, Planning & Organisation** - Comply with opening and closing shift procedures and all relevant Bristol Music Trust Policies and Procedures as required.

Employee Specification:

Essential – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

Core Competencies

COMMUNICATION

- Is able to exchange basic information in a courteous and effective manner to peers, line managers and customers.
- Able to organise own activities.
- Demonstrates an understanding of the views of others and communicates in a realistic and practical manner and builds positive working relationships.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is reliable and flexible in response to work priorities and issues.
- Adapts and works effectively in different situations in order to carry out a variety of tasks and remains calm, positive, and level-headed under pressure.

CUSTOMER SERVICE

- Seeks to understand customer requirements and deliver services that are responsive to diverse customer needs.
- Meets customer needs through excellent customer service.

TEAMWORK

- Has the ability to work effectively as part of a team.
- Covers others and has consideration of others needs and skills.
- Acts in a supportive manner to the team.

PLANNING AND ORGANISATION

- Provides work on time and to required standard.
- Is able to respond positively to changing priorities of the business.

Role Specific Competencies

NUMERACY AND ACCURACY

- Be able to handle all forms of payment for beverages, confectionary, and any other retail products, ensuring accuracy at all times.
- Take different forms of payment for ticket sales, using Spektrix our Box Office Ticketing system, and ensuring accuracy of counter till.

PROFESSIONAL EXPERIENCE (we will provide training, but some previous experience is welcomed)

- To have previous experience of working in a bar, café, or restaurant, serving customers
- To have previous experience of working in a theatre/concert hall in a similar position.
- To have previous experience of waiting/serving food and drinks.
- To have previous experience of ticket sales within a busy Box Office.
- Previous experience of providing high standards of customer service

Special Conditions

By the nature of this post, the majority of duties will take place in the evenings and weekends, and you will be required to work during these times, however some events take place during the day. Your shift pattern will be agreed in advance with an operations manager in accordance with the requirements of Bristol Beacon's shows and events and provided to you on StaffSavvy, our online rostering system.

Other Duties

The role holder will carry out any other duty that is reasonably required.

Your usual place of work is Bristol Beacon, Bristol, but you will be required to work at other locations that are reasonably placed, including Beacon Music Centre in Southmead and any external temporary sites for planned shows and events.

Date Created / Modified: October 22

Created by: BMT HR

Approved by: BMT HR

Outline of Terms and Conditions

Role: Casual Front of House Staff

Hours: This role will be offered on a casual contract basis and Bristol Beacon makes no guarantee of hours. At the moment we can offer around 1-2 shifts per week. Applicants must be available to work flexibly when work is offered, and you will be offered shifts in the evenings and weekends and also at times during the day. Shift patterns and their start and finish times will often vary, and you will be required to work outside of the standard business hours.

As a guideline, typical shifts are 3.5 hours in length, and the standard business hours for Bristol Beacon are 7am – 11pm, Monday – Sunday. We will prepare and circulate in advance a rota to notify you of the days/hours of work we can offer, and you can accept shifts based on your availability.

Hourly Rate: £9.90 per hour

Holiday: 28 days holiday (including 8 days bank and public holidays) per year pro-rata.

Pension: Bristol Beacon have a group contributory Pension Scheme with a 5% employer contribution, and a minimum employee 4% contribution.

Application Procedure

To apply, please complete our application form on StaffSavvy, our online recruitment portal, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team.

If you require our application form in an alternative format or have questions about the role or our recruitment process, please contact Mia Eagle, People Administrator hr@bristolbeacon.org 0117 440 7663.

Reasonable adjustments will be made for applicants, please let us know if you have any needs. Disabled applicants who meet the minimum essential criteria for the role, will be offered an interview.

The closing date for applications is **9.00am on Wednesday 9 November 2022** and applications will be accepted up to this date, however, we are looking for staff to join us as soon as possible in this role, so we may contact shortlisted applicants to arrange an interview before the closing date.

Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce.
