

Casual Front of House Events Assistant

Role Profile

Service:	Customer Service, Libraries and Culture, Waterside Arts Centre – Strategy and Resources Directorate
Band:	Band 1
Reporting to:	Front of House Manager
Responsible for:	No direct reports



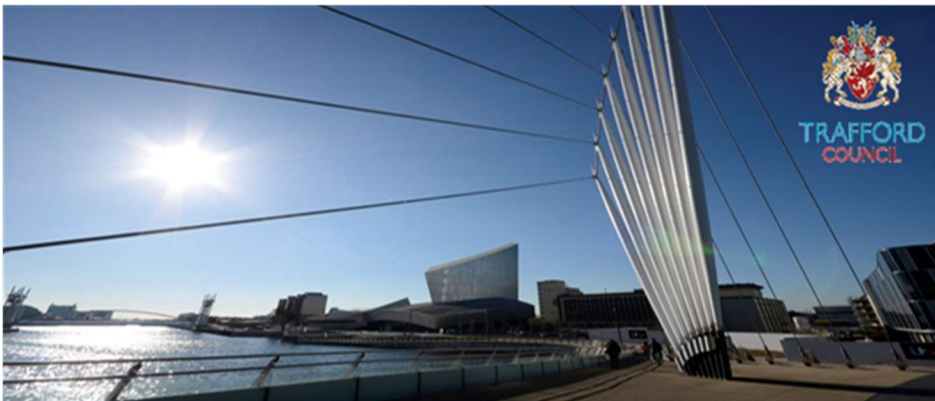
About Us

Trafford is a great place to live, work, learn and visit. From its leafy suburbs, to its more urban areas, the borough takes pride in its strong, diverse communities, its cultural and sporting heritage and its position at the heart of the region's economic powerhouse.

Trafford Council and its partners in the public, private and third sectors have a Vision which sees us working together to close inequality gaps and maximise Trafford's huge potential.

Our vision: Trafford – where all our residents, businesses and communities thrive

At the heart of our vision is a common cause – we want to make Trafford a better borough. We want to make it a place where everyone has a chance to succeed and where everybody has a voice. Through our new vision, we are making a commitment to work together across different services and agencies to make the best use of our resources.



Our Culture

Trafford Council employs around 2300 non-school members of staff and as one of the biggest employers in the borough, we work hard to make Trafford Council an employer of choice. We care what you think and believe you are more than just a job role. We have a great benefits' package and a real focus on your health and wellbeing, as well as, extensive learning, succession and development opportunities.

For us, it's not just about *what* we achieve as an organisation, but *how* we do it. Therefore, all employees are expected to display our **EPIC** values.

At Trafford Council we are EPIC

We EMPOWER – We inspire and trust our people to deliver the best outcomes for our customers, communities and colleagues.

We are PEOPLE CENTRED – We value all people, within and external to the organisation and give those around us respect. We will act with honesty and integrity in all that we do, and create an environment that enables everyone we work with to thrive and succeed.

We are INCLUSIVE – We are committed to creating an environment that values and respects the diversity and richness differences bring.

We COLLABORATE – We build relationships, collaborate; treat people as equal partners and work together to make things happen.

About the Role

This Role Profile outlines the key tasks you will be expected to perform to give you an understanding of a typical day and the key activities that you will be expected to deliver or contribute to the delivery of.

The 'About You' section explores what qualifications, experience, skills and knowledge you will need for the role.

We are a values-based organisation and you will need to reflect our values, as well as the requirements in 'About You' in your application.

Overview

Waterside Arts Centre is an award-winning vibrant destination for performance, culture and events. Located on the banks of the Bridgewater Canal in the heart of Sale town centre, the venue opened in 2004 and houses live theatre and event spaces, galleries, bar and coffee house, and workshop studios presenting work of national significance, and an important venue in the Greater Manchester cultural landscape. Annually, Waterside stages around 250 professional productions, hosts over 700 participatory events and classes, and welcomes over 115,000 visitors. We pride ourselves in creating a warm, accessible and inviting environment for all of our visitors, with a culture of going above and beyond in delivering the highest level of customer care.

Your Main Priorities

- Assisting in the smooth running of events including collecting tickets, meeting and greeting visitors to Waterside, ushering in the theatre and selling drinks and merchandise in the Bar.
- Assisting the Front of House Team in the effective delivery of catering for a variety of events, meetings and private events including weddings.

Key Duties

- Meeting and greeting visitors to the arts centre, including collecting tickets and ushering in the theatre.
- Providing service on the bars during the day/evening, and pre-show, interval and post-show drinks.
- Providing a catering service for events and conferences that take place within the arts centre.
- Effective cash handling of catering sales points.
- Stock control and recording of all stock sold via the bar and conferences.
- Serving drinks and refreshments at exhibition launches, press nights and other VIP events.

- Ensuring that all stock levels are suitable for the events taking place.
- Selling a variety of merchandise from the gallery bar and other sales points.
- On occasion, covering shifts as the Box Office Assistant.
- Preparing the venue for the event and tidying the premises after events and shows.
- Carrying out any other duties appropriate to the grade of the post as may reasonably be required by the Front of House Manager.

About You

Qualifications and Professional Development

- GCSE English and Math's Grades 9-3 (Grade A-D) or equivalent (e.g. Level 1 or Level 2 Functional Skills in English and Maths)
- Willingness to undergo training specific to the job

Experience and Knowledge

- Experience of working in a customer service environment and an understanding of how to provide excellent customer service
- Experience of cash handling
- Experience of working in an event or hospitality environment
- Bar experience
- An interest in the arts and culture and a desire to work in an arts and cultural venue

Skills and abilities

- Able to follow instructions to a high standard
- Customer focussed: provide high quality customer service
- Good communication and engagement skills: interact with customers in a pleasant and courteous manner
- Ability to work calmly in a busy environment (e.g. serving on the bar during busy events)
- Organisational and preparation skills
- Able to work unsupervised/on own initiative

Special Conditions

- Working flexibly: evenings, weekends and unsociable hours form an essential part of this post, including undertaking work over the Christmas period

Date prepared/revised	APR 2023 Updated 26/03/2025
Prepared/revised by	L Burgess / D Adams / J Baines / R Pollard
Job Evaluation	Existing evaluation

Health and Safety

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

Equalities & Diversity

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

Customer Care

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery.
To recognise the value of its people as a resource.

Training and Development

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

Policy

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

Information Governance

Confidentiality is of prime importance. In the normal course of duties, the post holder will have access to personal and or sensitive information relating to service users, staff and contractors, as well as information of a commercially sensitive nature. Such information should not be communicated to anyone outside or inside the Council unless done in the normal course of carrying out the duties of the post. Disciplinary action will be considered where a breach of confidence and or data breach has been established.

All information obtained or held during the post-holders period of employment that relates to the business of the Council and its service users and employees will remain the property of the Council. Information may be subject to disclosure under relevant legislation.

To ensure information is shared safely and complies with information governance standards and associated legislation.