

Haverhill Town Council

JOB DESCRIPTION

Post Title: Arts Centre Assistant (Arts Centre)
Responsible to: Customer Experience & Marketing Manager
Responsible for: Customer experience in the Arts Centre and at events.
Hours: TBA hrs/week
Salary: TBA

Overall Responsibilities

- a) To assist in the day to day running of the Arts Centre.
- b) To provide a high standard of service to customers of Haverhill Arts Centre.
- c) To work in other areas of operation of the Arts Centre as required.

Specific Responsibilities

1. To provide a friendly and efficient service to all visitors to the Arts Centre involving:
 - a) Work as an usher for performances at the Arts Centre.
 - b) Assist in the reconfiguration of rooms in preparation for events.
 - c) Work on Box Office answering queries and selling tickets for events.
 - d) Ensuring that Health and Safety and hygiene procedures set by the Supervisor are implemented fully and completely.
 - e) Accurately recording and accounting for all sales using the till and credit sales book.
 - f) Handling, totalling and agreeing daily takings
 - g) Dealing with general enquiries from members of the public
 - h) Reporting any incidents or issues, equipment problems or concerns of risk promptly, to the Supervisor or senior management.
2. To work as part of the Town Council team within the Arts Centre and at Events:
 - a) Serving at the café and bar efficiently and dealing with orders methodically.
 - b) Carrying out general duties such as setting out before and clearing up after events.
 - c) Assist with outdoor events in and around town as a Steward
 - d) Undertake and training as required to enable you to do a broader range of duties within your personal capability.

Other Duties

1. To attend meetings as required by the Management.
2. To act as a good ambassador for the Council.
3. To carry out any other duties as might reasonably be required within the general orbit of responsibilities of the post.