



JOB DESCRIPTION

Job Title	Events Assistant
Hours	Casual basis, mainly evenings and weekends
Rate of Pay	£10.85 per hour (London Living Wage) plus holiday entitlement
Reports to	Visitor Services Manager, Duty Managers, Head of Operations & Production

The Albany in the heart of Deptford, is a vibrant, multi-use performing arts venue, with a strong focus on working with diverse, local communities. The Events Team supports the Albany's live performance and events programme at its main and sister venues, Canada Water Theatre and Deptford Lounge. As part of this team, you will contribute to the smooth running of events including setting up, ensuring the safety, security and comfort of our audiences*, and resetting spaces. Within the new events management format, the Events Assistant will work relatively independently alongside the Duty Manager and the Production Team, flexibly assuming key roles such as running the box office, the bar, acting as door staff, first aider or fire warden as appropriate.

** The term 'audiences' may include ticket holders, participants, visitors, customers and other building users.*

Main Objectives

- Ensure every event is well supported and consistently runs to highest safety and customer service standards
- Provide outstanding and proactive customer care: every time to every individual
- Actively promote events, maximising each sales opportunity and encouraging the use of all facilities

Key Responsibilities

- Provide proactive and attentive customer service to all
- Continuously monitor audiences in order to anticipate their needs: communicating, delegating and escalating across the team appropriately
- Confidently carry out emergency evacuation procedures
- Ensure the health and safety of all building users
- Actively promote all forthcoming events, offers and internal updates
- Be accountable for all monies banked on shift; handling cash and card payments, cashing up, reconciling and fixing discrepancies
- Set-up and reset auditorium and front of house areas; including cleaning and moving seating and furniture

Customer Care / Ushering

- Proactively lead on audiences entering and exiting events, including: queue control, ticket scanning, greeting, seating, and signposting
- Ensure facilities are clean and presented to a high standard; check facilities regularly and unprompted and clean or take remedial action as necessary
- Confidently request and record verbal and written feedback from audience members
- Collect accurate audience monitoring data and input to central database
- Deal with the public in an informative and courteous manner, referring relevant comments or complaints as appropriate
- Respond to unusual requests with grace, speed and diplomacy

Box Office

- Operate Spektrix to efficiently sell tickets in-person, by telephone and online
- Assist with Spektrix administration, management and reporting
- Ensure strict adherence to Data Protection and financial procedures
- Upsell all promotions and cross-sell shows as applicable
- Maintain Box Office financial and marketing records

Bar

- Serve food, drinks, alcohol and snacks competently and swiftly
- Maintain a good knowledge of the menu and upsell products
- Ensure outlets are clean, tidy, stocked and faced-up
- Quickly and efficiently set up and pack down pop-up outlets
- Employ stock control systems
- Correctly process sales through the till and provide sales updates to the Duty Manager
- Ensure that the bar and catering operations comply with all licensing, food safety, allergen and health & safety regulations, at all times

Other Duties

- Provide on-the-job training to new team members, trainees and volunteers
- Deputise for the Duty Manager or Event Manager as required
- Support the aims and objectives of the Albany both internally and externally
- Work actively within all the Albany's policies; especially Health & Safety, Safeguarding, Environmental Sustainability and Equality & Diversity
- Perform any other duties as reasonably required by a manager

Person Specification

Essential

- Flexibility to work across venues and with varying audiences, with the ability to adapt to different working environments
- Experience in front line customer services role, ideally in an arts or similar environment
- Confidence in cash handling and cashing up
- High level of numeracy and accuracy
- Experience in working independently with minimal supervision
- Good communication and interpersonal skills
- Confident and positive attitude when dealing with complaints or difficult customers
- Punctuality, reliability and good time management skills
- Strong commitment to Equality & Diversity and maintaining mutual respect
- Ability to work physically for long periods, including frequent manual handling tasks
- Available to work weekends and afternoon/evenings
- Basic level of IT literacy (Microsoft Office)
- Due to licensing laws applicants for this position must be over 18 years old (proof of age will be required)

Desirable

- Food Hygiene certificate
- Fire Safety and/or First Aid qualifications
- Experience working in a busy bar environment
- Experience working with a till or other electronic point of sale software (ePOS)
- Experience with theatre ticketing software (Spektrix) and procedures
- Interest in the arts and enthusiasm for working with diverse communities