



JOB TITLE: FRONT OF HOUSE & BOX OFFICE ASSISTANT

REPORTING TO: FRONT OF HOUSE & BAR MANAGER

RESPONSIBLE FOR: Being part of an exceptional Front of House & Box Office team for the customers who visit Docks Academy.

Zero hours contract (3 month probation period) and potential for casual hours contract. £8.91 per hour

Holiday: Holiday hours are accrued based on hours worked

Application: Please complete application form and send to manager@docksacademy.com

Deadline: Friday 9th October 2021, 12pm (noon)

Interviews: Week commencing 11th October

Docks Academy

Docks Beers is an independent brewery and taproom, specialising in accessible craft beer located in Grimsby, Lincolnshire. Housed above our brewery and taproom is Docks Academy. Opening in March 2020, this flexible 180 seated or 270 standing venue offers a diverse programme including live music, theatre, comedy, dance, lectures, workshops and exhibitions. Under the leadership of our Directors, the space will increase our community's access to culture and bring high calibre performers from across the arts to our area, as well as supporting local grassroots talent.

The Role

Docks Academy is looking for individuals who can form part of a Front of House & Box Office team, to work on a breadth of events programmed by the Director of Docks Academy.

The applicant should be confident and comfortable with meeting and greeting customers, have a friendly attitude, good customer service skills, feel confident at dealing with customer complaints and be able to multi-task with ease. The applicant



should also have an understanding of what is required for different styles of events.

This can be a demanding, active role, one which often requires the applicant to observe customers in a constant and consistent manner. It is vital the applicant understands the responsibility that comes with customer care and interaction. You are the face of our business and often the first person our customer meets, and so we expect you to go the extra mile, and to represent the Docks Beers and Docks Academy brands with enthusiasm and self assurance.

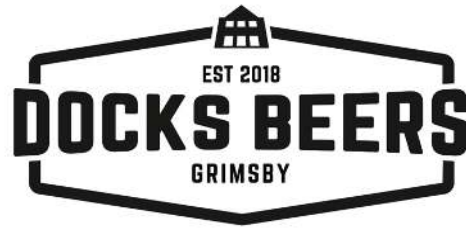
The successful candidate will become a valued member of a committed and friendly team that aims to ensure all events organised in Docks Academy space are delivered to the highest standard. We strive to present an organisation that is friendly, welcoming, professional, efficient and accessible to all visitors.

Our Front of House & Box Office Team will work primarily with the Front of House & Bar Manager and Venue Manager to not only ensure smooth running of this new events space, but contribute to the identification and implementation of long term strategies for Docks Academy development.

Flexibility in work pattern is essential as evening and weekend work is required. The rota can be subject to change depending on event bookings. Docks Beers operates its services 7 days per week, including bank holidays which can often be our busiest times. Work may be subject to change as a result of cancellations or amendments to our Academy schedule

Responsibilities & Skills

- Responsible for ensuring customers, hirers, visiting companies and artists all receive a friendly and professional welcome
- Welcome the audience into the building
- Ensure a high quality of customer service
- Guide audience members in the right direction



- Point of contact for customer enquiries
- Observe audiences during performances (For example, no photography use)
- Manage ticket transactions on the door
- Ensure the highest standards of cleanliness and hygiene are maintained
- Actively sell programmes, merchandise and other items throughout the building as required whilst ensuring the security of your stock and money at all times
- To evaluate and feedback to the Venue Manager your experience in your role, suggestions for improvements are welcomed in order for Docks Academy to grow
- Be a brand ambassador for the Docks Academy as well as Docks Beers
- To take part in regular evacuation drills as directed by the venue management
- To undertake any training as required
- Any other reasonable duty as directed. May include setting up and clearing down space, additional cleaning, bar work, assisting evacuation procedures etc
- Multi-tasking skills
- Ability to work in a fast pace environment
- Good communication skills
- Experience in handling technology to scan tickets and administer ticket sales
- Complaint handling

I accept the position of Front of House and Box Office Assistant and the terms and conditions contained in the attached contract.

Signed.....

Dated.....

Signed on behalf of the Employer:

Name: Katie-Louise Green Signature.....

Designation: Venue Manager Date.....