

# Spike Island

## FRONT OF HOUSE ASSISTANT JOB DESCRIPTION

### **Key objectives:**

- Deliver an effective and efficient Front of House service.
- Deliver the highest possible standards of customer service, customer care and presentation of Spike Island's reception, galleries and facilities.

### **Responsible to/for:**

The Front of House Assistant is responsible to the Front of House Supervisor.

### **Key outputs:**

1. Deliver an efficient, friendly and helpful reception, information, postal and switchboard service. Ensure all enquiries are dealt with efficiently and effectively.
2. Ensure the safety and security of visitors, tenants and staff, administering first aid as appropriate.
3. Administer security access systems for tenants, staff and visitors; compliments, comments and complaints procedure; and other administrative support that may be required to support staff as agreed with the Front of House Supervisor.
4. Ensure the reception and galleries are provided with up to date resources and displays, and are tidy and well presented.
5. Ensure compliance with cash handling and booking procedures.
6. Support and develop the volunteer gallery invigilators to ensure a professional and informative visitor experience.
7. Advocate for the organisation and the contemporary visual arts sector.
8. Deliver work within agreed targets.
9. Operate in accordance with the organisation's employment, health and safety and equal opportunities policies and other legal requirements, organisational practices, policies and procedures.
10. Carry out any other duties commensurate with the job role.