

Job Description & Person Specification

Job Title:	Events Assistant	Department:	Front of House
Responsible To:	BO & FOH Manager	Level/Salary Range:	Living wage
Location:	Pitlochry	Position Type:	Permanent, Zero Hours
Working Hours:	Flexible working hours depending on programme. Working hours include daytime, evenings and weekends.		
Working conditions:	The role will be a mix of indoor and outdoor performances. It is therefore important that you can work outside and tolerate the Scottish weather. There will be occasions when postholders will be lone working. Training will be given.		
Key Relationships	The post reports to Box Office & Front of House Manager. The post holder will work closely with all members of the Customer Service team to ensure an effective and high quality, customer service experience for all our visitors, customers and guests.		
Context	Pitlochry Festival Theatre has been providing a unique cultural experience for 70 years, appealing to national and international audiences and visitors. We are Scotland's leading producer of musical theatre, a champion of ensemble practice and the country's only rurally located, major arts organisation. Our home is a glorious eleven-acre campus. More than a place to come and see a show, we offer great theatre and art for all in an inspiring, creative atmosphere.		
Team Purpose	The post holder will participate in the effective and efficient delivery of Pitlochry Festival Theatre's customer services experience. The role is expected to make a positive contribution to the development of the Department and to the success of the company as a whole. This will involve working across many areas within Customer Services experience, including retail, hospitality and seating of customers. Pitlochry Festival Theatre aspires to the highest quality in its customer service values and customer experience.		

Main Responsibilities/accountabilities:

There are four key responsibilities in the post:

1. Provide the highest quality customer experience to all visitors and customers, helping to ensure a high quality customer experience at every customer touch point.
2. Work closely with colleagues across the team to achieve a range of business targets
3. Awareness of Health and Safety matters and the confidence to communicate to their Line Manager any Health and Safety concerns relating to areas that you see as unsafe or may involve risk or serious injury.
4. Act as Customer Experience Champion within the organisation, supporting a programme of ongoing quality assessment and improvement.

Key Tasks:

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Customer Experience	Provide a high-quality customer experience in all areas of the Theatre as required, including retail, hospitality and audience seating.
	Give a warm and friendly first impression of the Theatre to all visitors, colleagues, suppliers, visitors.
	Be knowledgeable about all aspects of the programme, to help up-sell tickets for other events.
	Communicate all relevant information to audience members regarding Theatre performance.
	Be knowledgeable about the history of the Theatre.
	Wear suitable clothing for outdoor events and wear any uniform and personal protective equipment provided.
	Work collaboratively with colleagues to maximise the customer experience.
	Outwith performances, you will be required to sell and serve hospitality offerings and retail items. In addition, during performances, you will be required to up-sell ice creams and merchandise.
	Assist all colleagues to ensure the smooth delivery of events
	Check tickets and direct customers to the venue
Health & Safety	Attend training as required to update knowledge and skills, and to be able to comply with H&S policies to a high standard.
	Maintain up to date knowledge on changes to Covid-19 guidelines – both nationally and within PFT – and ensure that every action taken is compliant with Covid-19 guidance.
	Direct audience members, visitors, colleagues and others to places of shelter, or other assistance as required. Be prepared to help evacuate building/other venue as necessary.
Pitlochry Festival Theatre's Standard Clauses	<p>Assist the Department with work experience placements, offering work shadow opportunities, training and mentoring as required.</p> <p>Actively promote staff welfare, development and training opportunities throughout the Theatre.</p> <p>Support the nominated Green Champion, in meeting organisational aims and ambitions for its environmental impacts.</p> <p>Help to implement the organisation's Environmental Policy within the Production department.</p>

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Person Specification

Our vision, mission and values

It's our vision to bring Pitlochry to the world and the world to Pitlochry.

*To achieve this, we have a mission to **create** great performances which excite, engage and challenge; to **inspire** imaginations, adventures and a sense of belonging; and to **nurture** an environment in which we, our audiences and all of our communities can connect and grow together.*

In everything we do we behave with respect, empathy and integrity and in every situation, we foster creativity, collaboration and inspiration.

Personal behaviours and style

We are looking for people who share our core values and can demonstrate their commitment to:

- *Commitment to Excellence*
- *Teamwork*
- *Creativity*
- *Inspirational sense of belonging*
- *A nurturing environment*

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The successful candidate will need to be able to demonstrate the following skills, experience and attributes in both the written application and the interview process:

Requirements	Essential	Desirable	Assessment Method
Qualifications & Education	Educated to SCQF level 6	First Aid qualification	Application/Interview
		SCSSSA qualification	Application/Interview
Experience	Ability to talk to a range of different people	Experience of working outdoors for set periods of time	Application/Interview
	Ability to work with different technology/apps	Experience of using EPOS system	Application/interview
	Experience of engaging with and selling items to members of the public	Experience of working in a customer serving environment	Application/Interview
Personal qualities	Ability to work well in a team	Passion for the arts and the vision of Pitlochry Festival Theatre in particular	Application/Interview
	Proactive approach to customer service	Cash handling experience	Application/Interview
	Ability to deal with conflict/complaints (training will be given)	Interest in accessibility issues	Interview
	Self-confident		Application/Interview
	Awareness of health & safety issues especially regarding Covid-19 guidelines (training will be given)		Application/Interview
	Problem solving skills		Application/interview
	Good numerical skills		Application
	Excellent verbal skills		Interview
	Friendly, diplomatic and professional		Interview/References
	Active listening skills		Interview
	Excellent interpersonal skills		Application/Interview
	Flexible approach to the work environment		Application/Interview

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