



JOB DESCRIPTION

This form summarises the purpose of the job and lists its key tasks. It may be varied from time to time at the discretion of the Authority, in consultation with the postholder.

Job title	Welcome Team Member
Reports to	Welcome Team Manager
Team	BEAM (Formerly Hertford Theatre)
Grade	Grade 3
Last updated	2 nd May 2024

Job Summary

- Following a £30m redevelopment and four-year closure, BEAM (formerly Hertford Theatre) will commence delivering a public programme of first release film and a live main-house theatre programme from August 2024, and a live studio programme from February 2025.
- To be the open, friendly, knowledgeable face of BEAM.
- To undertake basic food preparation, cooking, and service of the compelling food and beverage offer.
- To serve on the bar to prepare and serve hot and alcoholic drinks.
- Maintain a clean and hygienic working environment across the venue.
- To be public facing, serving food and drinks and maintaining a clean and hygienic venue.

Key Tasks

Operational Responsibilities

- Provide high standards of customer care at all times.
- To be familiar with the venues ever changing artistic offer of shows, films, and events.
- To be familiar with the food and beverage menu.
- Prepare and serve food to standard recipes to ensure consistency of product and cost control.
- Serve drinks, food and confectionery across the building.
- To maintain the required level of cleanliness across all front of house and back of house areas as required by the Hospitality and Operations Manager (including equipment, washrooms, rooms for hire, and auditoria).
- Check in food and beverage deliveries.
- Undertake the manual handling of goods, refuse and equipment.

- Follow stock rotation procedures to minimise waste.
- Assist with stock taking and stock ordering.
- Assist customers to purchase tickets at the ticketing kiosks.
- Operate all relevant aspects of the EPOS system.
- Open and close F&B facilities.
- Support the practical delivery of films across the building.
- Support the Marketing team with the practical distribution of printed promotional materials.
- Prepare and assist in the delivery of functions and events.
- Report any unsafe practices, broken machinery/equipment to the Line Manager.
- Maintain a high standard of personal hygiene to comply with statutory requirements.
- Use equipment as instructed through relevant training and observing all safe practices.

Management / Supervisory / Team Working Responsibilities

- Ability to work effectively on your own and as part of team
- Complete and adhere to any necessary Health, Safety and Hygiene training programs to meet statutory requirements.
- Provide duty management cover s required..

Communication & Contacts

- To act as an ambassador for Hertford Theatre, its values and mission.
- Good literacy and numeracy skills
- Excellent oral and interpersonal skills.
- Ability to effectively follow written and verbal instructions.
- Support all incoming hirers, productions and live events.

Financial / Budgetary Responsibilities

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Other

- Attend training courses, team meetings and support new starters as required.
- The post holder will be based at BEAM.
- The post holder will be required to work daytimes, evenings, and weekends.
- Undertake such other duties as may be reasonably be determined by the Theatre Director.



PERSON SPECIFICATION

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We want the postholder to be able to demonstrate the following competencies to a high level and want to use these to the full in their work. This is more important than having a great deal of direct experience of the job content, and we will be looking for evidence of all the following key competencies during the selection process, if you are shortlisted.

- Personal effectiveness
- Proactive
- Managing relationships
- Communication
- Customer focus
- Commercial focus*

Key Criteria

Qualifications and Experience

- Good numeracy and literacy skills, including GCSE passes at grade A-C (or equivalent qualification) in English and Maths and/or equivalent experience.
- Previous experience of working in a team.
- Experience of working in a hospitality and food service environment is desirable.

Specialist Knowledge and Job Requirements

- A Basic Food Hygiene Certificate is desirable but training will be given.
- Experience of using an EPOS system is desirable but training will be given.
- Customer Service experience is desirable.
- Excellent communication skills.
- Basic computer and IT skills.
- The energy and enthusiasm to work in a busy arts environment

Other

- The council is committed to safeguarding and promoting the welfare of all its residents specifically children and vulnerable adults. The council expects all its staff to have an understanding of Safeguarding and to share this commitment.