
Job Description | Casual Front of House Assistant

Job Title: Casual Front of House Assistant **Salary:** £11.44 per hour + accrued holiday pay for the hours that you work

Grade: 1.4

Normal Place of Work:
The Station / The Courts

Hours of Work: Zero Hours

Responsible to: Venue Coordinators

Responsible for: N/A

Job Purpose

Creative Youth Network is recruiting an experienced reception team member to help run our building for young people and the creative arts. You will be well organised, have excellent customer service skills and experience appropriate to this busy reception role. There will also be the opportunity to work from The Courts, Creative Youth Networks newest building which is next door to The Station.

Key Responsibilities:

- To provide a friendly, competent, and welcoming reception service to a wide mix of staff, visitors, tenants, young people, deliveries, etc.
- To answer phone calls, offer signposting to correct services over the phone and deal with face-to-face enquiries.
- To be one of the team responsible for the company email inbox dealing with and distributing enquiries to Creative Youth Network staff teams.
- To check the in-house booking system for booking timings and room set up requirements.
- To prepare rooms for hires as appropriate.
- To undertake administration tasks related to the Bridewell site as requested.
- To distribute incoming post.
- Support the Estates team in managing events, promotion and other matters relating to the Bridewell site.
- To evacuate the buildings with other members of the Estates team in event of fire or emergency.
- To work with other members of the Estates team to ensure the security of the buildings and their users.
- To ensure that health and safety policies are understood and followed by staff and visitors.
- To work with the Creative Youth Network team to provide discretion and sensitivity to all building users.
- This role may, on occasions, be faced with challenging behaviour or people experiencing distress.

This role is subject to an enhanced DBS check.

General Responsibilities:

1. Act as a representative of the organisation in all dealings with internal and external agencies and stakeholders.
2. Safeguard the welfare of children, young people and vulnerable adults, working within organisational safeguarding policies and local authority frameworks.
3. Ensure that all administration, records and files are stored and processed in line with the Data Protection Act 2018 and the General Data Protection Regulations 2018.
4. Provide a diverse and culturally sensitive approach in all dealings with Creative Youth Network and act within the organisation's Equality and Diversity policy and frameworks.
5. Promote equality and anti-discriminatory practices within all aspects of service delivery.
6. Promote a safe working environment in line with policies on Health and Safety, highlighting any significant deficiencies to the line manager.
7. Act in the interest of the organisation throughout all dealings with internal and external stakeholders.
8. Undertake any other duties as may be reasonably required.

This list of tasks is not exclusive and does not form part of any contract of employment. Duties may be varied from time to time, with the job description being subject to review or periodic amendments.

Last Updated: July 2024

JOB TITLE - PERSON SPECIFICATION

Criteria	Assessed by:			
<i>Essential</i>	AP	IV	AS	QC
Excellent IT skills	✓			
Ability to deal with people in a diplomatic and supportive way.	✓			
Well organised with good time management.	✓	✓		
Able to multi-task in a busy office environment.	✓	✓		
Experience of running efficient office administration systems.	✓	✓		
Good communication skills.	✓	✓		
Mature, helpful and friendly.	✓	✓		
Proactive and able to work on own initiative.	✓			
<i>Desirable</i>	AP	IV	AS	QC
Experience of relating to young people.	✓	✓		
Experience of working with booking systems.	✓			
Be flexible to changing demands of the post	✓	✓		

AP = Application Form
IV = Interview

AS = Assessment/Task/Presentation
QC = Qualification Certificate