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## Job Description | Front Of House Assistant

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**Job Title:** Front Of House Assistant

**Salary & Grade:** £23,00 per annum  
Grade 1.4

**Normal Place Of Work:** The Courts,  
Bridewell Street, Bristol, BS1 2AG

**Hours Of Work:** 40 Hours Per Week  
Monday - Fridays  
(Includes Occasional Evenings And  
Weekends)

**Responsible To:** Venue Coordinator (The  
Courts Lead)

**Responsible for:** N/A

### Job Purpose

Creative Youth Network are recruiting a Front of House Assistant to help run The Courts: a building for young people and creativity. You will be well organised, have excellent customer service skills and have experience appropriate to this busy reception role. On occasion, you may be asked to work from The Station, Creative Youth Network's youth hub, which is next door to The Courts.

### 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 book in and handle events using in-house booking system
- To assist the Estates team with room bookings, and set up/pack down the spaces as required
- Assist the Bridewell Coordinator (The Courts Lead) in the coordination of the Heritage interpretation visitor experience in The Courts
- To undertake administration tasks as requested by the Estates management team
- Support the Estates team in managing events, promotion and other matters relating to the building
- To open and distribute incoming post and to order office stationary and equipment
- To take payment for bookings and handle small amounts of cash competently
- To assist at events including set-up and box office duties when required

- To work with the Creative Youth Network team to provide discretion and sensitivity to all users of The Courts. This role may, on occasions be faced with challenging behaviour or people experiencing distress
- To provide reception cover at The Station when required

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. Undertake any other duties as may be reasonably required.

### TERMS AND CONDITIONS

- Hours to be worked will be agreed with the Line Manager. The post may include evening and weekend working
- The postholder will adhere to all CYN work and equal opportunities policies
- Probationary period of 1 month

***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:** March 2024

## Front of House Assistant - Person Specification

| <b>Criteria</b>  | <b>Assessed by:</b> |           |           |
|--|---------------------|-----------|-----------|
|  | <b>AP</b>           | <b>IV</b> | <b>AS</b> |
| <b><i>Essential</i></b>  |                     |           |           |
| Excellent IT skills  | ✓                   |           |           |
| Be flexible to changing demands of the post                    | ✓                   |           |           |
| Ability to deal with people in a diplomatic and supportive way | ✓                   | ✓         |           |
| Well organised with good time management                       | ✓                   | ✓         |           |
| Able to multitask 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                   | ✓                   | ✓         |           |
| <b><i>Desirable</i></b>  |                     |           |           |
| Experience of relating to young people                         | ✓                   | ✓         |           |

**AP** = Application Form  
**IV** = Interview

**AS** = Assessment/Task/Presentation