

Designation:	Front of House Manager
Grade:	Stroud 3 pro rata
Responsible to:	Manager Development Manager
Service Area:	Cultural Services
Post Number:	CUL1240

ESSENTIAL CRITERIA

QUALIFICATIONS

Maths and English GCSE C or higher or equivalent
Evidence of further education

EXPERIENCE

- Working in a busy, public facing environment
- Staff management
- Budget management and cash handling
- Venue management or supervision

SKILLS & KNOWLEDGE

- Excellent customer care skills
- Excellent communication skills verbal and written
- Applicable income generation knowledge
- Awareness of applicable health & safety
- Able to develop and operate procedures
- A demonstrable interest in local history and heritage
- Computer literate (including Microsoft *Office*, e-mail, internet, social media)

PERSONAL ATTRIBUTES

- Committed to providing excellent customer service
- Is calm in a busy environment
- Meet and manage often conflicting public expectations
- Can solve problems, find creative solutions and innovate
- Ability to manage own time and workload and that of others
- Engender a positive team ethos
- Able to accurately and quickly switch between duties
- Personal presentation commensurate with public facing service

OTHER

- Committed to working for an employer that values diversity and equality of opportunity
- Flexibility to work to suit the Museum's opening hours and programme/ booking requirements

DESIRABLE CRITERIA

EXPERIENCE

- Retail or commercial experience
- Managing volunteers in addition to paid staff

- Developing a public service function
- Recruitment of staff
- Marketing a service or venue

SKILLS & KNOWLEDGE

- Selling and merchandising
- Delivery of training
- Operating electronic point of sales
- Detailed Health & Safety knowledge
- Awareness of access & equal opportunities
- Can use social media and website editing tools

CORE COMPETENCIES

Effective Communication

You will be able to communicate clearly and effectively with a diverse range of people.

You can vary your communication dependant to your customer, using effective listening with the ability to persuade and influence where appropriate.

Customer Service

You are able to deliver the highest quality of service to our customers, both internal and external.

You will strive to deliver a consistently high quality service, with commitment to understanding and meeting their needs, inline with policies.

Working Together

You will be able to work co-operatively with colleagues and partners to achieve results and develop good working relationships.

You will be able to focus on the development of yourself and colleagues in order to enhance performance, motivation and ability to change.

Innovating

You will be able to seek better, more effective ways of delivering services.

Accepting Change

You will be able to adapt to new work challenges and situations, adopting a positive attitude to change.

Supporting the delivery of SDC priorities

You will be able to demonstrate an understanding of and commitment to the Council and its Services.

You will be able to demonstrate how your work supports and meets the needs of the service.