



Dovecot Studios

Job Description: Front of House Officer Dovecot Studios Ltd

Location:	Edinburgh
Salary:	£10.42 per hour
Reports to:	Commercial Manager
Shift pattern:	Casual hours as required
Additional:	Staff discount on retail 20%

THE ROLE:

The Front of House staff at Dovecot act as the first point of contact for customers and visitors. You will be responsible for day-to-day visitor experience and client relations and providing high quality administrative support to the Front of House team and the Events team on a variety of commercial activities. This includes ticket and retail sales, events and hospitality plus building and facilities operations.

You will deliver and maintain excellent customer service standards, and ensure there is a professional and friendly visitor experience at all times. You will be expected to gain knowledge about Dovecot and share this confidently with visitors, acting as an ambassador for Dovecot with our visitors, participants, and suppliers.

The Front of House team is an integral part of Dovecot's commercial department. You will work alongside the Events and Marketing team, as well the external Café operator.

MAIN DUTIES AND RESPONSIBILITIES:

The person appointed to this post will be required to work flexibly, with usual working hours as 09:00-18:00. Dovecot operates over a six day week (Monday-Saturday). During the Festival period, Dovecot is open to the public seven days a week. It is envisaged the post holder will work on a rota and the demands of the Dovecot diary will require flexibility to ensure business needs are met, including working evenings and public holidays as required.

You will be required to work at least one shift (4hrs or more) every month to ensure continuity and understanding of Dovecot's current programme.

This role will require some level of manual handling, for example moving tables and chairs to assist with event set-up.

Customer Service

- Deliver and maintain excellent customer service standards, and ensure there is a professional friendly visitor experience at all times.
- Provide retail support, invigilate exhibitions, and assist with ticket sales.
- Deal with general queries and transfer calls and specialist enquiries to Dovecot staff members in an efficient manner.
- Keep Dovecot reception, public spaces and exhibition gallery clean, tidy and safe at all times.
- Ensure leaflets and the Dovecot shop display are up to date.
- Adhere to Health and Safety objectives at all times and report any H&S instances to the Commercial Manager and the Events Coordinator.

Sales and reporting:

- Share exhibition and event information with visitors.
- Maintain visitor information and input visitor bookings and feedback to maximise future sales and programming opportunities.
- Undertake word processing, use email (and MS Outlook calendars etc), internet and data input to ensure Dovecot commercial objectives are met through effective communication, data management and marketing initiatives.
- Sell retail items and exhibition tickets.
- Assist with display of merchandise in Dovecot Shop.
- Cash up daily sales at the end of every day strictly following cash handling and till procedures with the Front of House team.
- Support marketing team with social media and other marketing channels to help with promotion.

Operations:

- Monitor access to the building and safeguard the exhibition displays during events.
- Prepare for Dovecot public and private events with the setup of Gallery spaces and provide assistance to attendees.
- Check all equipment is functioning in the exhibitions, events and retail areas.
- Support the Front of House team and the Events team in general operations. Reporting any issues to other members of the FOH team as necessary.
- Undertake other duties as may be reasonably required, commensurate with the level of the post.

This job description sets out the key responsibilities and tasks of the post and is not exhaustive. It may alter with the changing needs of Dovecot. This job description may be reviewed and updated annually.

We are committed to equality of opportunity for all staff and applications from individuals are encouraged regardless of age, disability, sex, gender reassignment, sexual orientation, pregnancy and maternity, race, religion or belief and marriage and civil partnerships. As part of our equal opportunities monitoring process we will email all applicants an equal opportunities form to complete and return.

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Person Specification		
	Essential	Desirable
Skills/Abilities	<p>Friendly, confident and professional manner.</p> <p>Exceptional customer service approach.</p> <p>Willingness to learn new skills and an adaptable approach to work.</p> <p>Excellent communication skills, both verbally and in written form.</p> <p>Microsoft Office including Word, Excel, Outlook.</p> <p>Fluent spoken English.</p>	<p>Knowledge of and ability to use ticketing and EPOS retail systems.</p> <p>Interest in textiles, art, craft and design.</p>
Knowledge	<p>An understanding of Dovecot's Health & Safety regulations and procedures.</p> <p>Commitment to equality and diversity.</p>	<p>A knowledge of modern art, craft and design, especially in a museum or heritage context.</p>
Qualifications and training		<p>First aid and/or health and safety trained [basic training will be provided].</p>
Experience	<p>Problem solving and team work.</p>	<p>Customer service and sales experience, ideally in retail, hospitality or arts sector.</p> <p>Cash handling responsibility.</p>
Other requirements	<p>A flexible and adaptable approach to working hours that will include some evening and weekend work.</p> <p>Resident and permitted to work in the UK.</p>	