

**Job Title:** Front of House Administrator (0.5)  
**Grade:** 3  
**Salary:** £16,289 - £18,412 per annum pro rata  
**Department:** Attenborough Arts Centre  
**Contract:** Permanent  
**Job Reference:** CSE01739

### Role Purpose

To provide an excellent Front of House service and customer experience contributing to the efficient running of Attenborough Arts Centre. Including liaising with visitors face to face and on the phone, operating box office and giving excellent administrative support for programming, visual arts, education and marketing.

Principal Responsibilities	% Time
<ul style="list-style-type: none"> <li>Maintain the Box Office CRM (Patronbase), ensuring that records are up to date and accurate. Pull off reports, queries and labels as directed by other team members. Conforming to data protection and maintaining confidentiality as required.</li> </ul>	15%
<ul style="list-style-type: none"> <li>Data entry: Using Patronbase (or equivalent database) enter all details relating to patrons, courses, workshops and events. Compiling registers. Sell tickets for events, courses and workshops using box office system, Patronbase, Operate tills and credit card machine, ensuring the relevant cash handling procedures are followed and records maintained, including cashing up at the end of a shift</li> </ul>	15%
<ul style="list-style-type: none"> <li>Provide administrative support to the music programmes including arranging Soundbites, annual scholarship auditions and on-going support to students. Liaise with tutors as appropriate and collate data for regular reports.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Provide ongoing administrative support to the Directors and Finance Assistant. In addition to communication with models, artists and tutors, collecting data for reports and supporting special events eg private views Assist in marketing activity as appropriate eg supporting other team members with mail-outs</li> </ul>	15%
<ul style="list-style-type: none"> <li>Assist with the Programmes assistant with venue hire and room bookings.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Respond to visitors everyday queries about courses and event, face to face and on the phone, escalating requests outside own knowledge or experience to other team members</li> </ul>	10%
<ul style="list-style-type: none"> <li>Correspond with tutors, students and visitors by email and letter as appropriate.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Liaise with the arts bar ensuring they have an up to date timetable of requirements for Embrace Arts events and special meetings</li> </ul>	5%
<ul style="list-style-type: none"> <li>Act as secretary for departmental meetings, providing agendas and writing minutes/action notes.</li> </ul>	5%





## Job Summary

<ul style="list-style-type: none"> <li>Maintain a clean and safe working environment for customers and other team members by adhering to health and safety laws</li> <li>Supervise the FOH Assistant and other casual staff when working in the FOH area</li> </ul>	5%
<p><b>Internal and External Relationships</b></p> <ul style="list-style-type: none"> <li>Other FOH staff – daily</li> <li>Other FOH Administrator- weekly</li> <li>Line Manager – weekly or as required</li> <li>Visitors to the centre including students, tutors, artists, patrons – daily</li> <li>Other team members – as required</li> <li>Liaison with Arts Bar - weekly</li> </ul>	
<p><b>Planning and Organising</b></p> <ul style="list-style-type: none"> <li>Managing own time to ensure tasks are completed to appropriate deadlines, dealing with daily requests and planning for the coming days and week as necessary</li> <li>Check daily procedures to ensure that business demands are fulfilled</li> <li>Ensure excellent standards are met when carrying out daily tasks</li> <li>Ensure all daily records are fully completed including sales sheets</li> <li>Ensure that any other records are completed – eg accidents forms</li> </ul>	
<p><b>Qualifications, Knowledge and Experience</b></p> <p><b>Essential</b></p> <ul style="list-style-type: none"> <li>Previous experience of working in a customer focused role*</li> <li>Ability to carry out basic mathematical calculations</li> <li>Excellent communication skills (English) both written and verbal*</li> <li>5 GCSE’s Grade C or above (or equivalent qualifications)</li> <li>Ability to give and receive instruction</li> <li>Cash Handling</li> <li>Basic computer</li> </ul> <p><b>Desirable</b></p> <ul style="list-style-type: none"> <li>Basic knowledge of using a CRM system, till or booking system</li> <li>Experience of working in an arts setting</li> <li>Experience of working with disability</li> <li>Knowledge and interest in music (classical and/or contemporary)</li> </ul>	



- Understanding of the local music scene

### Skills, Abilities and Competencies

#### Essential

- A can do attitude and great customer service skills\*
- Ability to work as part of a team and occasionally supervise others
- Flexibility, reliability and punctuality
- Responsiveness to satisfying the demands of customers and colleagues, to exercise good interpersonal skills and to use good judgement.
- Experience of using database programmes and standard office software packages

#### Desirable

- A broad interest in the arts and/or working within a higher education setting
- Ability to advocate for the centre and the University at all times
- Willingness to attend and participate in relevant training so that high operational and safety standards are met and maintained.

***\*Criteria to be used in shortlisting candidates for interview***

### Equality and Diversity

The University of Leicester is committed to positively advancing equality of opportunity. We participate in a number of equalities initiatives which celebrate good employment practice for the advancement of diversity and equality. These include the Stonewall Workplace Equality Index, the Race Equality Charter and [Athena Swan](#) (for which we are currently Bronze award holders).

We are proud to be selected as one of only ten Universities internationally to be an impact champion for [HeForShe](#), a global solidarity movement for gender equality. We also have a number of staff equality fora who champion the advancement of equalities for diverse groups. To find out more please visit the [Equalities](#) webpage.

### Staff Benefits

- 24 days annual leave plus 6 closure days plus bank holidays
- Pension
- Discounted gym membership
- Childcare voucher schemes

