

Job description: Front of house assistant

Responsible to: Front of house manager

Employees directly supervised: Volunteers

Salary: London Living Wage, £13.85 per hour

Shifts: Zero hours contract. 7.5 hour days for front of house, events support as needed

Background

Fulham Palace is a truly remarkable place. For centuries, this Grade I Listed building situated in extensive gardens by the River Thames was the country residence of the Bishops of London. The Palace is now managed by Fulham Palace Trust, which is inspired by a vision to restore our nationally significant historic buildings and grounds to their original beauty and to provide outstanding facilities for the local community and visitors from farther afield.

Job summary

The front of house assistant is a key role in providing an excellent visitor experience at Fulham Palace through our visitor reception, museum shop, or across public events. Working in front of house (visitor welcome and shop) takes place during advertised opening hours and will regularly require daytime shifts of 7.5 hours duration, from 9.00 to 17.30. The set up, delivery and restoration following public event is as required - work may be offered between the hours of 7.00 and 21.00.

You will be a customer focussed, proactive and organised individual with good communication skills.

Occasionally situations may arise that require the post holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Uniform and/or Fulham Palace identification badges will be provided.

Core duties

The post holder will:

Visitor enjoyment

- Welcome all visitors to Fulham Palace in a helpful and positive manner, advising them of the services offered as appropriate. This will generally be in the visitor welcome, museum or historic rooms though may also be in the garden or education centre or across the site during an event.
- Ensure that the museum, historic rooms, education centre, walled garden and other public rooms are opened in accordance with Palace procedures, and secured at the end of the day, in conjunction with relevant staff.
- Work with the front of house team to ensure that the museum, shop and historic rooms and toilets are presented at the best possible level, consistent with FPT procedures, standards and guidelines.
- Monitor and maintain the appearance, presentation and supplies of front of house areas (including toilets), dealing with any problems immediately where possible, and reporting any major issues to the duty manager and/or CVEM.
- Work with the front of house team to assist the CVEM in ensuring the safety of visitors, staff and the security of exhibits.
- Work with the front of house team of staff and volunteers and the business support team to ensure that on site and off site (telephone/email) enquiries are dealt with promptly.
- Respond to public enquiries and complaints, in person or by telephone, directing the public to appropriate members of staff as necessary.
- Actively promote and facilitate sales of Fulham Palace membership to visitors and process payments.
- Assist the Fulham Palace team when necessary in promoting the hiring of the Palace for functions and events.
- Be familiar with the Fulham Palace public events diary, actively promote upcoming events to all visitors and encouraging them to sign up to the Palace mailing list.
- Meeting, greeting and directing tour groups, group visits and school visits as required.
- Assist in the sale, distribution and administration of tickets for all events at the Palace, using the Palace's digital ticketing system.

Retail

- Be aware of and work to retail targets.
- Assist in the sale of retail items, carry out cashing up procedures and maintain retail stock levels where required.
- Manage the day to day operation of the shop, including supervision of staff and volunteers, replenishing stock, ensuring displays are neat and tidy and on brand, cashing up and reconciliation.

- Maintain an accurate EPOS system with day to day stock management and entering new stock as it arrives.
- Visual merchandising in line with shop branding and agreed guidelines.

Safety and security

- Act as a key holder and working in conjunction with other members of the FPT team be responsible for the daily operation of the Palace, ensuring that the building and historic rooms are opened, closed and appropriately secured at the prescribed times.
- Be familiar with the site-wide security measures, including the garden and education centre and open/lock areas if required.
- Ensure that the Palace buildings and grounds are appropriately secured at the prescribed times.
- Take all reasonable steps to reduce or minimise loss or damage to the Palace buildings and grounds, making safe damaged or insecure areas of the premises as necessary, and reporting any major issues to the CVEM, estates and facilities manager (EFM) or caretaker.
- Respond to and safely challenge intruders and persons breaking Palace bylaws.
- Unlock, lock up and alarm the museum rooms, palace building, education centre and walled garden when required.
- Assist with the preparation of public events and private events at the Palace, including moving exhibits and signage. Assist with the delivery of public events when required.
- Meet contractors and delivery drivers to the Palace, providing directions where required and ensuring that all Palace procedures are followed.
- Manage car park bookings in conjunction with other staff.
- Implement existing safety measures and encourage all visitors to adhere by the measures and supervise/support volunteers in carrying them out.

Events

- Actively promote upcoming public events, the café, garden and other site wide activities in order to increase sales and interest across all areas.
- Input to public and private event planning relating to museum operations.
- Assist with the delivery of public events on event days if required, including overseeing events if required by the CVEM.
- Assist with set up before and restoration after public events.
- Support private functions such as weddings carrying out room closures and ensuring appropriate signage is in place following the event day plans, provide information to visitors and answer any queries. Liaise with relevant teams regarding locking up spaces.

Volunteer management

- Greet volunteers arriving for their duties, ensuring they sign in and out on designated sheet.

- Work to attract and retain volunteers across a variety of role descriptions as meets the needs of front of house delivery.
- Coordinate the front of house volunteer rotas as appropriate in conjunction with the front of house team and liaise with the front of house volunteers.
- Coordinate the daily volunteer shifts, including break times, and carry out the start of shift briefings in conjunction with the front of house team. Ensure the volunteers are provided with appropriate tools for their duties and supported at all times.

Other

- The post holder must take reasonable care for the health and safety of themselves and of others who may be affected by their acts or omissions at work.
- The Palace is an anti-racist museum. The post holder will actively follow FPT's policies including equality and diversity and safeguarding.
- Occasionally situations may arise that require the post-holder to perform other duties or tasks as may be reasonably requested by Fulham Palace Trust.

Specific duties

The post holder will:

Visitor enjoyment

- Complete tasks as required by the front of house manager (FOHM) and front of house supervisor (FOHS).

Retail (income generation)

- Work to targets to meet commercial objectives.

Events

- Work during public events if required.

Volunteer management

- Facilitate excellent internal communications amongst the team.

Administration

- Receive and distribute mail and parcel deliveries to the Palace.
- Undertake administrative duties as required by the FOHM and CVEM.
- Provide regular administrative support to the BSM.
- Undertake regular word-processing and data input.
- Answer the Palace telephone enquiry line and car park entry system, providing a timely and accurate response and passing messages on when required.

Person specification: knowledge, skills and experience

Knowledge:

Essential

- Good level of literacy and numeracy.

Desirable

- High level of familiarity with EPOS and CRM systems.
- Competent in Microsoft Office systems.

Skills:

Essential

- Commitment to FPT's safeguarding policy.
- Excellent customer service to both internal and external customers.
- Welcoming, positive, patient and helpful disposition.
- A proactive and effective team worker.
- Organised, able to manage and prioritise his/her own workload.
- Motivated and flexible approach to work.
- Reliable and responsible, with good attention to detail.
- Excellent interpersonal and verbal communication skills, face to face, email and over the phone.
- Clear written communication skills and ability to tailor style to audience e.g. replying to customer emails or writing briefings for colleagues.
- Commitment to FPT's anti-racist museum status and equal opportunities policies.
- IT skills, competent user of Microsoft Office and Outlook.

Desirable

- Efficient resolution of customer requests using DigiTickets or similar ticketing management system.
- Promotion and conversion of membership sales and donations.
- Interest in history and heritage.

Experience:

Essential

- Experience of dealing with customers over the telephone and/or in person.
- Experience of working within a diverse team environment.

Desirable

- Experience of working within a heritage or arts facility.
- Experience in a reception/administrative or museum front of house role.
- Experience in a retail sales role.