

Post	Front of House
Reporting to	Duty Manager
Dated	July 2025
Salary range	£23,809 pa FTE (£12.21 ph equivalent)
Status	Permanent - Part Time - weekdays, weekends and evenings

Purpose of the role

The Front of House is the first point of contact for visitors to the building – the friendly face of Firstsite:

- Welcoming and engaging visitors. Responding to visitor enquiries in person, by telephone and by email
- Being the first point of contact for all telephone calls ensuring they are redirected to the appropriate persons
- Creating a pleasant atmosphere for visitors and combining knowledge of contemporary art with the skills and enthusiasm needed to communicate ideas effectively to our audiences
- Part of a close-knit team, the role is essential in supporting the Duty Managers with all daily duties of the building, cinema and maintaining the visitor welcome desk
- Provide a retail and administration service, eg, booking tickets, processing customer payments both at the front desk and at the shop, dealing with booking enquiries, encouraging visitor donations and newsletter sign ups
- To support wider business operations administratively, including marketing, learning, programmes and events teams as required
- The role will also include some Visitor Assistant cover for breaks

Our Culture

OUR VISION IS: 'MAKING ART MATTER'

Our mission is to ensure art and creativity are valued for their integral role in shaping a happy and healthy society for everyone. We do this by championing creativity as a catalyst for positive change in society, celebrating everyone's imaginations as places to shape a better future and demonstrating the impact of art and galleries at the centre of everyday life.

We collaborate with people where, together, we can have the most impact and we share the results of our work with diverse audiences to influence change. We do this in three places: in our award-winning gallery, reflecting our radical region and digitally with audiences around the world. In order to do this well we have four values that help us do what we do, to the best of our abilities:

Creative – we are an art gallery! Everything we do, we aim to do creatively and in ways that surprise and delight our audiences, communities and ourselves.

Inclusive – we continuously and actively seek to identify and remove barriers to everything we do and who we do it with to ensure it is available to those who we prioritise and who seek to share what we do.

Agile – we actively seek involvement, feedback and information from our audiences and communities – especially those we prioritise - to inform what we do, how we do it and how we can improve each time we do it.

Responsible – We need to lead by example and take responsibility for doing what we do with integrity, care and urgency. This includes taking responsibility for each other as a team, being responsible for our audiences and communities and taking responsibility for our local environment and the planet.

Knowledge, experience and skills required

Knowledge:

- Genuine and demonstrable interest in art and/or the creative sector.

Experience

- Prioritising work and working under pressure
- Customer relations experience
- Working with a broad range of people and stakeholders, including the public
- Working as part of a team
- Using ticketing systems, eg Spektrix
- Use of EPOS till system

Skills

- Good written and spoken communication skills, including a willingness to listen to the opinion of others

- Ability to deal with customer complaints in a positive manner
- Numeracy and literacy skills, with the ability to deal with cash transactions
- Attention to detail
- Able to use own initiative, particularly when dealing with customers
- Working under pressure
- A positive and flexible attitude
- Ability to work in, with and between teams of people, at different levels, from different backgrounds and with different needs and styles of working
- Proactive in approach to work
- Solution focused and creative in identifying and solving problems
- Ability to maintain confidentiality and exercise judgment when communicating with different stakeholders
- IT literate

General

- A genuine interest in inclusion and equality
- Ability to complete physical tasks including, but not limited to, moving parcels, chairs, tables and signage
- Ability to be flexible in hours worked, according to the needs of the organisation

Tasks and Outputs

Key Responsibilities

- To proactively welcome, engage and inform visitors of what is on at Firstsite
- To maintain a good knowledge of contemporary art
- To contribute to visitors' enjoyment and understanding, providing information and interpretation where relevant, including leading guided tours
- Manage customer complaints, escalating to a more senior member of the team when necessary
- To provide retail and administrative services, including serving customers in our shop
- General administrative tasks to support the wider operations as required
- To sell tickets and merchandise using EPOS till system and Spektrix ticketing system
- To be informed of activities and hires taking place in the building – using YesPlan venue hire software
- Respond to and direct phone calls and emails
- Process customer payments by card and cash
- Manage a cloakroom
- Check tickets
- Track and chase up DCPs for cinema screenings with distributors to ensure arrive in time to set up
- End of day reporting, reconciliation and cashing up of ticket sales for sign-off by Duty Manager, ensuring any, discrepancies are resolved
- To be attentive, understanding and sensitive to the needs and well-being of the wide range of visitors to Firstsite, encouraging diversity and audience development
- To maintain a good knowledge of Firstsite and its environs, including the wider tourism and cultural offer
- To follow correct procedures and attend training and meetings when required
- To maintain high standards of presentation and cleanliness in workspace
- To operate computer, audio-visual and cinema equipment as required
- To assist setting up/down rooms for hires and events, for example moving tables, chairs, bar units
- Maintain a thorough and practical knowledge of Firstsite's emergency, security, health and safety procedures
- Demonstrate an understanding of and commitment to the role that diversity and inclusion play in the activities of Firstsite
- Undertake any other duties as directed by the Duty Manager (and SMT), such as cover in gallery areas

In return for your hard work and dedication you'll enjoy a wide range of benefits including:

- 25 days annual leave plus bank holidays per annum pro rata
- Contributory pension scheme (conditions apply)
- Tailored training and development opportunities
- Employee assistance confidential helpline
- Staff discount on some purchases from the onsite café and shop