

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title: Front of House Manager

Role Purpose: To manage and coordinate all Front of House tasks including ticket and merchandise sales and accreditation collection.

- Monitor the performance and welfare of the Front of House team throughout the event and take any necessary remedial action
- Identify if any further information is required that has not been shared within the Front of House briefing document prior to the event
- Maintain professional welcome and provide effective communication for all Athletes, Coaches, Spectators, Sponsors and Guests attending the event
- Manage Front of House sales including tickets, programmes, start sheets, and Aquatics GB merchandise
- Manage the accreditation collection process including dealing with replacement passes.
- To ensure adequate signage is in place for each Front of House activity.
- Provide training to the Front of House team on Credit Card Machine operation and sales recording
- Ensure all income is recorded correctly and any discrepancies documented in order to complete final reconciliations.
- Deal with any queries effectively and escalate to other members of the management team as required

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Effective communicator 	<ul style="list-style-type: none"> • Credit Card Machine operational experience
<ul style="list-style-type: none"> • Polite, approachable and friendly 	
<ul style="list-style-type: none"> • Customer focussed 	
<ul style="list-style-type: none"> • Calm under pressure 	
<ul style="list-style-type: none"> • Good administration skills 	
<ul style="list-style-type: none"> • Effective and prompt decision making in pressure situations 	
<ul style="list-style-type: none"> • Good leadership and interpersonal skills 	
<ul style="list-style-type: none"> • Ability to remain calm and composed when under pressure 	
<ul style="list-style-type: none"> • Effective problem solving skills in a competition environment 	
<ul style="list-style-type: none"> • Excellent attention to details 	
<ul style="list-style-type: none"> • Team Player 	
<ul style="list-style-type: none"> • Flexible approach to work 	

