

ROLE DESCRIPTION AND PERSON SPECIFICATION

Role Title: Front of House Team Member

Role Purpose: To assist the Front of House Manager in coordinating Front of House tasks including ticket and merchandise sales, accreditation and coach pass collection and providing general information to Athletes and Spectators.

KEY RESPONSIBILITIES

- Providing support to the Front of House Manager
- Meeting and greeting accredited personnel including Athletes, Coaches, Staff & Guests
- Issue accreditation pouches, lanyards and replacement accreditation passes
- Selling Aquatics GB merchandise
- Assisting with competition related queries and venue directions
- Distributing Volunteer kit
- Providing information and directions to key areas such as the correct venue entrances for each client group
- Creating a positive atmosphere ensuring Spectators are excited for the session
- Comply with all policies and procedures set down by the organisation and in particular those relating to Diversity, Equity, Inclusion and Sustainability

Person Specification

Essential	Desirable
<ul style="list-style-type: none"> • Friendly approach 	<ul style="list-style-type: none"> • Sport knowledge and willingness to learn more
<ul style="list-style-type: none"> • Reliable and detailed orientated 	
<ul style="list-style-type: none"> • Ability to work in a team 	
<ul style="list-style-type: none"> • Good communication skills 	

