

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

