

The Art House

Job Description

Job Title: Visitor Welcome Team Member
Reporting to: Retail & Welcome Manager
Salary: £9.90 per hour
Working Hours: Week days including evenings and weekends.
Holiday: 25 days pro rata
Location: The Art House, Drury Lane, Wakefield, WF1 2TE

Key Objective:

- To provide an excellent visitor experience through the effective running of The Art House's Front of House areas including our Welcome Desk, Coffee House and Shop.

Principal Responsibilities:

- Make high quality drinks, serve menu items and undertake simple food preparation tasks
- Maintain the cleanliness of the space by carrying out daily, weekly and monthly cleaning tasks including clearing tables, washing up etc.
- Facilitate the opening and closing of the Welcome Desk, Coffee House and Shop
- Ensure all food and drink is handled and stored within statutory food and hygiene standards, as well as any other standards stipulated by The Art House management
- Maintain a high level of personal hygiene
- Welcome visitors into The Art House
- Undertake Administrative tasks in order to support the running of the front of house area.

- Operate the till and process Coffee House, Shop and other payments related to the daily running of The Art House
- Cashing up & Cash handling
- Packing and posting online shop orders
- Assisting with stock management, stocktaking, restocking
- Event support
- Any other duties reasonably required by The Art House Management

Delivering on Our Values

The Art House is an Equal Opportunity employer and the ethos of respect and compassion for each other and the communities we work with runs through everything we do.

We pay Real Living Wage, provide a Cycle to Work Scheme and a Staff Wellbeing programme. We are also a fun and interesting place to work and we think you'd enjoy it here. We look forward to receiving your application.

It is a requirement of the organisation that all staff work in a flexible manner compatible with their jobs and required staffing of the building.

The job description for this position may be reviewed and amended to incorporate the future needs of the organisation.

Person Specification:

Criteria	Essential	Desirable
Experience		
Barista Experience, experience working in a coffee shop environment.	x	
Experience operating a till system and handling payments.	x	
Experience of solving problems in a customer service environment e.g. hospitality, reception etc	x	
Experience of carrying out cleaning duties.	x	
Experience of working within a retail setting.		x
Experience in stock management		x
Experience in processing and packaging online orders		x
Experience of diversity, in any setting		x
Previous experience of working in the Arts.		x
Qualifications & Training		
Food industry qualification or barista training	x	
Good numeracy and literacy skills, evidenced by basic qualification, or equivalent experience.	x	

A good level of IT literacy in both Microsoft Office (e.g. Word, Excel, PowerPoint) and Mac (till system operates on this)	x	
Food Hygiene certification		x
Health & Safety Training		x
Skills & Attributes		
Excellent communication and organisational skills.	x	
Be able to work on your own initiative to fulfil tasks whilst working effectively as part of a team.	x	
An understanding of how to communicate in a welcoming and professional manner.	x	
Ability to work calmly under pressure, to deadlines and manage time and priorities effectively.	x	
A strong commitment to the highest levels of customer service and to fulfil the needs of a diverse group of people.	x	
Attention to detail.	x	
An ability to be flexible in hours worked, according to the needs of the business.	x	
Personal Qualities		
A supportive attitude to working with others	x	
Passionate about the visual arts and/or creative industries		x
Proactive, solution focused and creative in your response to identifying and solving problems.	x	

A commitment to equality and diversity	x	
A knowledge and enthusiasm for contemporary visual arts/creative industries and an understanding of the needs of artists.		x
Conscientious	x	
A willingness to learn and develop, both on your own initiative and with support.	x	
A commitment to welcoming all. An ability and willingness to adapt your approach to suit a wide range of people, including disabled, disadvantaged and people from all minority groups.	x	