

Job Title:	Front of House Assistant October 2024
Accountable to:	Front of House & Building Coordinator
Location:	21 Albemarle St, London
Contract type:	Permanent, full time 40 hours per week
Shift Patterns:	Usual hours 8am – 5pm and 10am – 7pm Monday to Friday (with some flexibility to support Public Programmes and other Ri events with some Saturday working)
Salary:	c. £28,000 per annum

Context

The Royal Institution's large Grade I listed premises on Albemarle Street is a multi-purpose public building with a high footfall. A busy events venue, we are also a museum, have a café on site, as well as office space for Ri staff (approx. 60 staff with a mixture of on-site and hybrid working) and commercial tenants (approx. 50 staff).

Job Purpose

The Front of House Assistants are the public face of the Ri and act as ambassadors for its various activities, including public lectures, membership, venue hire and museum displays.

The role is responsible for ensuring all visitors, staff, tenants and contractors are warmly welcomed to the Ri and are also responsible for the responsible for facilitating the smooth running of the building by providing operational and administrative support.

Main responsibilities of the role

Front of House:

- Meeting and greeting guests, tenants, clients and all other building users and assisting them throughout their visit to ensure a positive visitor experience for all.
- Act as an ambassador for the Ri – delivering an exceptional visitor experience by sharing knowledge of the history, activities and events at the Ri.
- Operating the main switchboard and directing calls as appropriate to ensure a positive first contact with the Ri
- Managing deliveries and collections, mail, and couriers to keep FOH looking presentable, ensuring parcels are delivered in a timely manner to recipients, and venue hire packages are appropriately stored.
- Promoting membership, donations, events, Christmas Lectures, venue hire and patronage to assist with income generation
- Taking payments for tickets, venue hire and membership and helping with mailouts in busy periods as required
- Supporting the Programmes Team by proactively promoting the science communication programmes and with box office ticket sales, collection, and stewarding duties.
- Managing Ri merchandise including payments, cash handling, stock taking and reporting on takings

- Monitor CCTV and manage access passes to ensure the security and safety of everyone using the site
- Monitoring and ordering of stationery, and staff tea and coffee etc.

Event Management

- Working with colleagues to support the logistics of event operations
- Administration of event logistics, documents and porter management
- With support from FoH and Buildings Coordinator, to liaise with porters to ensure correct set up for events in line with event managers' requirements.
- Day to day oversight of the introduction space and cloakroom, and responsibility for Ground Floor presentation
- Work with event owners to help with events, including checking in and briefing cloakroom staff and helping to maintain the ticketing system
- Welcoming guests and overseeing departure for a limited number of small venue hire events on the ground floor.

Health and safety responsibilities including:

- Acting as a Fire Warden
- Ensuring all staff and public H&S documents are up to date
- Supporting SPFM and FoHBC
- Fire Warden admin

General responsibilities applicable to all staff

- Understand and support the Ri strategy including the Ri vision, mission and aims
- Promote the Ri values and encourage team working and effective communication with colleagues
- Help achieve EDIA goals across the organisation and promote diversity and inclusion at the Ri
- Act as a representative of the Ri and deal with Ri customers, stakeholders and the public in a professional manner
- Maintain awareness of your own and others' Health and Safety, and comply with the Ri's Health and Safety policy;
- Comply with and champion the Ri financial and other policies and practices including Health & Safety, Safeguarding and GDPR
- Undertake other responsibilities as may be reasonably requested of your post.

Person Specification

Skills, experience and knowledge	
Essential (E) Desirable (D)	
Experience in a varied reception or front-of-house role	E
Customer services experience	E
Good working knowledge of Microsoft Office especially, Teams, Word and Outlook	E
Experience of using office equipment e.g. copier and franking machine	D
Knowledge of Salesforce (CRM) and Eventbrite systems or similar packages	D
Experience in working for a charity or heritage organisation	D
Understanding of the Ri's mission and activities	D

Qualifications	
Educated to GCSE (grade A to C) or equivalent in Maths and English	E
Personal Attributes	
Excellent interpersonal skills with proven ability to work collaboratively and ability to communicate with staff and customers at all levels in a confident manner	E
Excellent communication skills both in person and in writing	E
Strong team player, with a willingness to assist and learn from colleagues	E
Able to find pragmatic solutions, seek improvements, and adapt to changing situations	E
Positive "can do" attitude and willingness to support others where needed	E
Ability to multi-task and work in a fast-paced environment	E
Committed to the principles of equal opportunities and diversity	E

Notes:

This job description will be subject to review in the light of changing circumstances and is not intended to be rigid or inflexible but should be regarded as providing guidelines and accountabilities within which the individual works