

Job Description

JOB DESCRIPTION JOB TITLE	Front of House Coordinator
TYPE OF CONTRACT	Full-time, permanent
RESPONSIBLE TO	Front of House Manager
GRADE AND SALARY	Grade 2 £25,181 - £28,342 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	35 hours per week 9.00 am - 5.00 pm Monday to Friday with an hour unpaid towards lunch
KEY WORKING RELATIONSHIPS	
INTERNAL	Estates Manager / Facilities Coordinators
EXTERNAL	Drama School, Academic Services staff, teaching staff, students and casual staff
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 3 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days (pro-rata) plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto- enrolment regulations
(3) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors
(4) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems

JOB PURPOSE

The primary focus of this role is to provide excellent customer service to LAMDA's audiences, staff, students and stakeholders and work proactively with other departments to ensure that financial targets from ticket sales, hires and bar income are achieved or exceeded.

There is also a year-round programme of public performances at LAMDA, in the existing Linbury Studio, and in our two major theatres, the 200-seat Sainsbury Theatre and the flexible Carne Studio Theatre, seating up to 120. There are also occasional off-site showcases and screenings as well as internal LAMDA events, such as graduation and student-led events throughout the year. The post holder will be responsible for ensuring the smooth and safe running of all these activities at Talgarth Road and for liaison with any external venues.

DUTIES AND RESPONSIBILITIES

- Dealing with all LAMDA incoming telephone queries
- Dealing with all queries through the Facilities phone
- Processing Box Office enquiries and liaising with industry guests
- Putting together the daily absences for Admissions and Drama School and issuing reports
- Managing distribution of merchandise
- Provide admin support for Events
- Logging any incoming Facilities issues on a call logging system
- Monitor the following inboxes, ensuring appropriate actions are taken:
 - Customer Service
 - Enquiries
 - RSVP
 - Events
 - Absences
 - Estates
 - Box Office
 - Hires

Customer Service Desk (Email & Phone)

- Responding to all Customer Service Requests in a timely fashion
- Ensuring all calls are dealt with and, where necessary, directed to the appropriate department/person in a fast and polite manner
- Completing the daily absence report to the Admissions and Drama School team, this involves being the point of contact for students to report absence and for the Admissions team to be sent accurate reports
- To manage the Customer Service Desk via systems like Asimut, to ensure all requests for support and assistance gets to the correct person or team to resolve

Box Office (Email & some face to face)

- To administer bookings, ticketing enquiries and any problems in a calm, tactful and helpful manner, referring queries to other staff or departments to be resolved if required.
- To ensure that customer records are entered, maintained and updated accurately in accordance with Data Protection legislation.
- To process industry bookings and run Excel reports, acting as a liaison between Box Office and Drama School

- To work closely with Access, Widening and Participation for group school bookings
- To work closely with Marketing and Development in the creation of performances and events
- To oversee and process staff and student bookings for performances

Estates (Face to face, some email)

- To cover the Estates Reception, dealing with 'walk-ins, emails and calls relating to Estates issues
- Logging and managing the issues on a call logging system called Asimut, ensuring the relevant people and shift has the current call
- Running reports relating to Asimut
- To coordinate student locker assignments and processing deposits and refunds

Hires & Events

- To check and manage the Hires mailbox ensuring all queries are dealt with in an efficient and friendly manner
- To liaise with the Space Management Officer to check the availability of rooms for external hire and confirm when hires have been agreed.
- To ensure, with the Estates team that rooms being hired for events are clean, set up as required and left as found at the end of the hire period.
- Assist the FoH Manager with any admin duties for Events
- To operate the Box Office for external hires, including bespoke seating designs and prices
- To act as a member of the Welcome Team for events and hires and being a point of contact throughout their visit

Merchandise

- Ensure the full range of LAMDA merchandise is fully stocked at all times
- To work closely with all departments, ordering stock and generating invoices
- Liaising with Marketing with redesigning merchandise and sales within LAMDA

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

**PERSON
SPECIFICATION**

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
QUALIFICATIONS	Educated to degree level or vocational equivalent	A personal licence (training may be provided if the successful applicant does not already hold this) A First Aid qualification (training may be provided)	Certificates/Application
SKILLS / ABILITIES	Excellent customer service skills, and the ability to deal efficiently, tactfully and politely with a range of people Excellent attention to detail Good general computer skills and fully conversant with MS Office		Application/Interview
KNOWLEDGE AND EXPERIENCE	Demonstrable knowledge and experience of Health & Safety requirements for places of public entertainment Experience of working in a Front-of-House role in an arts organisation, events venue or visitor attraction Experience of computerised Box Office systems at administrator level Bar management experience	Box Office management or supervisory experience Familiarity with Spektrix	Application/Interview

		Experience of operating a bar in an arts or events venue	
QUALITIES	Enthusiastic, highly motivated, positive attitude Able to take responsibility and act in a calm, reassuring manner Natural problem-solver Ability to work under pressure and think quickly	Responsible outlook with the ability to lead and inspire	Application/Interview

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy's President.

We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.