

Job Profile comprising Job Description and Person Specification

Job Description

Job Title: Front of House Officer	Grade: SO1
Section: ECS Culture (Arts)	Directorate: Environment and Community Services
Responsible to following manager: Front of House Manager	Responsible for following staff: Supervision for volunteers and sessional staff
Post Number/s: RWE7402	Last review date: August 2025

Working for the Richmond & Wandsworth Better Service Partnership

We're Richmond & Wandsworth Better Service Partnership, the shared public service team for Richmond and Wandsworth Councils. Like any local authority, our role is to deliver the agenda of our elected members on behalf of the people who live and work in our part of the world. We deliver key services to our communities including social care, public health, children's services, housing and regeneration and environmental and community services.

Our joint workforce creates efficiency and resilience by bringing more creativity to the way we work, more objectivity and adaptability too, helping us deliver better services for all our residents.

We're here to help our communities thrive in a changing world, and to be there for the people who need us most we believe we need to keep adapting. That's why, at Richmond & Wandsworth Better Service Partnership, you'll be at the forefront of innovation in local government, and we'll invest in you and offer you opportunities to grow in a way only our unique organisation can.

Job Purpose

The Environment and Community Services Directorate is divided into four divisions and this role, is part of the Arts service which sits in the Culture division alongside Parks and

Sports. The post holder will work with staff from across the council, within the arts service, partners, members of the public and members of outside organisations.

The Front of House Officers are responsible for day to day operations and associated systems and processes for Orleans House Gallery, a Grade 1 listed building.

The role requires experienced staff members who have previously undertaken front of house roles, in a publicly accessible building, and have experience of working within agreed operating procedures, and customer care and public liaison with visitors.

The council is committed to providing a high quality publicly accessible creative and cultural programme across the borough. A service which whilst suitable for the location will offer exciting new ways to deliver creative practice and some surprises.

Specific Duties and Responsibilities

This is a full-time position (36 hours per week), working to this single generic job description. This position would be on a 4-week rotation, and it requires working 3 weekends out of 4. The starting rota is as below but could be subject to change in the future.

week 1						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
	x	x		x	x	x

week 2						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
x			x	x	x	x

week 3						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
x			x	x	x	x

week 4						
Sun	Mon	Tue	Wed	Thu	Fri	Sat
x			x	x	x	

The post holder will report to the Front of House Manager but will also be part of different project teams, which may for example include our Family or Exhibition Programme, that are led by other staff. The post holders will also work closely with our volunteer force and contribute to their training.

The Front of House Officer on duty is responsible for enabling safe public access to the Arts Programme for the Arts Service which includes gallery exhibitions, workshops and



events. On occasion they will also manage other venues or operational sites where we provide creative services. The post holders will be expected to act as Duty Manager and nominated key holder, taking responsibility for managing public safety, opening and closing of the site, be the main point of contact for the whole site, and manage any emergency issues if required.

Duties include:

1. Whilst on duty to act as 'duty manager', with lead responsibility for public facing operations, safety of the site, staff and public. Ensure security measures in place and maintain the safekeeping of artworks on display.
2. To maintain day to day safe, secure operations that also allow for the delivery of high quality and innovative creative engagement activities.
3. To ensure that key points are staffed, and all personnel, including volunteers maintain safe communication and follow policy best practice on personal safety issues.
4. To be responsible for the presentation of the Orleans House site and building
5. To assist with functions and hires as necessary, including setting up and clearing.
6. To ensure the delivery of excellent customer care, including care from the Volunteers on front of house duties. Assisting the training of volunteers and maintaining customer standards
7. Management of general gallery inboxes and dissemination of operational information to relevant personnel, regarding the daily arts programme, exhibitions, building/site, room hire and events
8. Work with the Marketing and Communications Working Group to coordinate and deliver marketing activities. Manage the effective distribution of public facing Arts Service publicity and information on site. Support postings on social media and mailouts. Maintain update and develop information databases as required.
9. Work with the wider team as part of "Project Teams" and "Working Groups", , acting as an operational voice and supporting with for example the creation of the Visitor Journey, Large Print Guides, Exhibition Sales, Volunteer Info pack, etc.



10. To liaise with the Front of House Manager in maintaining operational and administrative support: for example - ensuring the operation of equipment; monitoring and ordering key supplies (e.g. stationery); ensuring the site is kept clean and tidy; report building maintenance issues and faults/raise works orders, loading social media posts and information, updating mailing lists or other data resources, running the schedule of operational tests (water, alarms etc).
11. To assist with our financial targets and procedures. For example processing the till and PDQ machine, at the end of each day and making the day's takings secure.
12. To work flexibly across the directorate and provide support and cover to other staff as required.

Generic Duties and Responsibilities

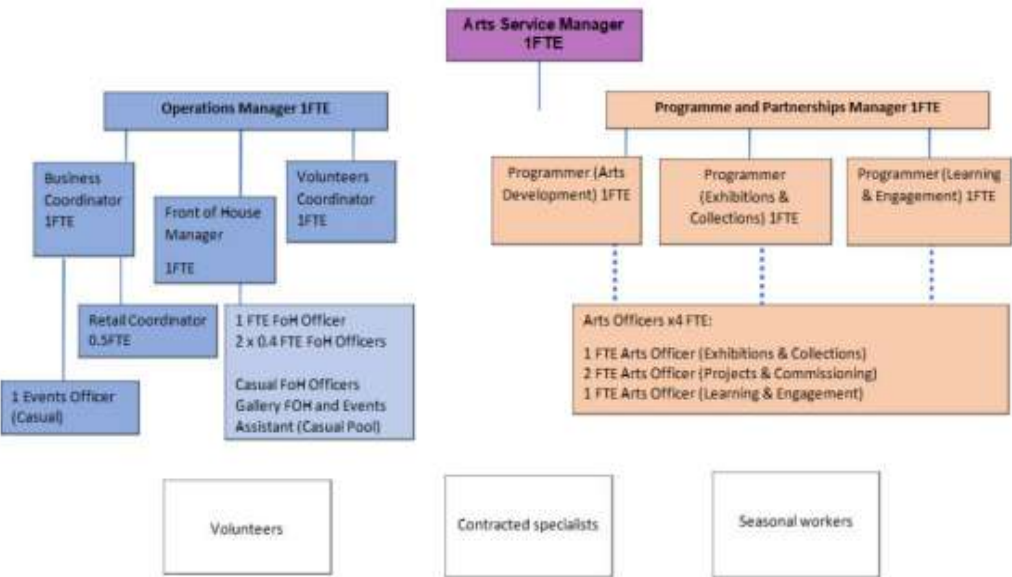
- To contribute to the continuous improvement of the services of Richmond & Wandsworth Better Service Partnerships.
- To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection, handling complaints and health and safety
- To adhere to security controls and requirements as mandated by Richmond and Wandsworth procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems
- To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
- To understand both Councils' duties and responsibilities for safeguarding children, young people and adults as they apply to the roles within the Councils.
- The profile is not intended to be an exhaustive list of the duties the post holder will carry out. Other reasonable duties commensurate with the level of the post, including supporting emergency and priority situations, will form part of the role.

Additional Information

The post includes working regular weekends and evenings on a rota system. The venue is open 6 days a week, and programmes run over 7 days, weekends and evenings. Multiple sites and programmes will run at the same time. Both the establishment staff and other support staff and volunteers work across flexible hours.

FOH staff require an up to date first aid qualification. This training could be supplied after appointment to the post. Other role specific training will also be given, including Manual Handling, Fire Marshal and Safeguarding Level 1.

Team structure



Person Specification

Job Title: Gallery Front of House and Events Assistant (Casual)	Grade: SO1
Section: ECS Culture (Arts)	Directorate: Environment and Community Services
Responsible to: Front of House Manager	Responsible for: Supervision for volunteers and sessional staff
Post Number/s:	Last Review Date: August 2025

Our Values

THINK BIGGER

EMBRACE DIFFERENCE

CONNECT BETTER

LEAD BY EXAMPLE

PUT PEOPLE FIRST

Our Values are embedded across Richmond & Wandsworth Better Service Partnership and throughout all roles and responsibilities at all levels of the organisation. Please [familiarise yourself with our values](#) as they are an integral part of our recruitment and selection process.

Person Specification Requirements			Assessed by A/I/T/C (see below for explanation)
Knowledge	Essential	Desirable	Assessed
Knowledge of current best practice in operational venue management, with public access.	X		A/I
Knowledge of operational systems that enable the smooth delivery of services. Including business systems	X		A/I
Knowledge of best practice when working with volunteers	X		A/I
Knowledge of good practice relating to manual handling and the handling of historic or art objects		X	A
Experience	Essential	Desirable	Assessed

Experience of working in a public facing role, and interactions with customers	X		A/I
Experience of managing security issues in relation to assets and people	X		A/I
Experience of working in compliance with systems and processes, including those related to public safety	X		I
Managing and leading teams in a fast-moving dynamic environment. (Staff or project teams, including volunteers, of 2 plus individuals).	X		A/I
First aid at work qualification (Could be secured post appointment)		X	A/C
Skills	Essential	Desirable	Assessed
Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals and customers.	X		A/I/T
Ability to set up, use and communicate to others, the basic equipment we use (including IT).	X		A
Ability to set up rooms, including moving equipment and the application of safe manual handling	X		A
Ability to work independently and as an effective team member using own initiative.	X		I
Ability to adapt to changing priorities, contexts and deadlines	X		A/I/T
ICT skills - an ability to maintain records and database systems		X	I
Ability to use and post on social media and relevant social media platforms, for example web, Instagram, Facebook		X	A/I
Qualifications	Essential	Desirable	Assessed
First Aid at work qualification (could be secured post appointment)		X	A/C

A – Application form / CV

I – Interview

T – Test

C - Certificate