

**ROLE PROFILE**  
**FRONT OF HOUSE ASSISTANT**



March 2024

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**SUMMARY**

Job Title: Front of House Assistant  
Reporting To: Operations Manager  
Location: Insole Court, Llandaff, Cardiff  
Salary: £ 11.44 per hour

**INTRODUCTION**

Insole Court is a magnificent Grade II\* listed Victorian mansion house and outbuildings set within a Grade II\* registered garden in Llandaff, Cardiff. It has undergone extensive refurbishment as part of a major renewal project funded by National Lottery Heritage and Community Funds, Cardiff Council, Cadw and other donors. Insole Court has been transferred from Cardiff Council to the Insole Court Trust as part of the biggest community asset transfer scheme in Wales.

The Stable Yard provides community facilities and features hire rooms and activity spaces, a Gift Shop alongside the Potting Shed Café. The renewed Insole Court is both a visitor attraction and a community hub. The Mansion features dedicated interpretation and exhibition space, which tells the story of its survival and the role of the Insole family in industrial South Wales. There are also grand rooms that are hired for meetings, events and receptions.

The site regularly welcomes over 10,000 visitors per month and is becoming a much-loved part of Cardiff's cultural landscape.

The Insole Court Trust is an equal opportunities employer and welcomes applications from candidates from a wide range of backgrounds, experience and circumstances.

**ROLE**

As a Front of House Assistant, you'll ensure that all visitors to Insole Court receive excellent customer service and that their experience is of the highest standard – whether they're running an activity, attending a class, visiting the exhibition in the House, meeting friends or simply enjoying the gardens or walking their dog.

You will be responsible for the operations of the House working in collaboration with the Operations Manager, ensuring efficient operations and providing a warm welcome to visitors. You will promote engagement and involvement at Insole Court, help administer bookings, and make sure the site runs smoothly. You are also supported by a group of volunteers who are key to visitor service, and you will contribute to their management and support.

This is a public-facing role and you will represent Insole Court to all those who visit. You will be expected to multi-task; dealing with customers, phone enquiries, hirers, volunteers and staff. You'll need to thrive in a busy environment, and work closely with the Operations Manager to help deliver excellence. The role requires a person who is disciplined and takes pride in their work. The

successful applicant will need to maintain a flexible work schedule to meet the demands of the position, with irregular hours, including regular evening and weekend duties.

### **KEY RESPONSIBILITIES**

- Answer customer enquiries, both in person and on the phone.
- Take payments for both retail and room hire.
- To organize efficient resource management, planning ahead to ensure booked areas are ready on time.
- To be responsible for the health and safety of the public, visitors and staff, reporting any issues to the Operations Manager
- Ensure the correct protocols are followed in the unlocking and locking of the buildings on-site, including security alarms and key management
- Ensure rooms and spaces are prepared to order, including the manual handling of furniture and equipment and the set-up of sound and AV equipment.
- Provide induction welcome to hirers, covering fire-evacuation and other relevant information
- Ensure the building is clean, safe and welcoming, undertaking regular maintenance and assessment of the building and site to identify areas where attention is needed.
- Ensure that all rooms are returned to order at the close of events and that facilities and equipment are stored securely
- To work collaboratively with other staff and volunteers to ensure the consistent and seamless service and ensure visitors are welcomed by knowledgeable staff and volunteers.
- Occasional cleaning duties will be required to support the cleaning staff.
- Any other duty as considered reasonable and appropriate.
- Support the Management, including helping to create a friendly atmosphere and communications between volunteers and staff
- Provide administrative support to the Operations Manager and other members of the Insole Court team.

### **PERSON PROFILE**

This is a role that would suit someone with excellent interpersonal and administrative skills. You must be able to work on your own initiative and be proactive in dealing with day-to-day requirements and tasks. You will be supported by the Operations Manager and other members of the staff team. This role requires regular manual handling.

**The ability to speak Welsh is desirable but not essential**

### **TERMS AND CONDITIONS**

<b>Contract Term:</b>	<b>Part Time</b>
<b>Salary:</b>	£23,500 Pro Rata.
<b>Hours of Work:</b>	A regular Rota that consists of weekday, weekend and evening shifts
<b>Leave Entitlement:</b>	28 days of paid annual leave (includes Bank and other public holidays) Pro Rata.