

Job Description

Job Title:	Front of House Assistant
Reports to:	Assistant Club Manager
Job Location:	Central London
Start Date:	February 2022
Salary	£24,000 per annum + service charge
Contract Type:	Full time and part time roles available - will work a variety of shifts, on any 5 days, out of 7 based on a 45-hour week

About BAFTA 195 Piccadilly

195 Piccadilly - Is BAFTA's headquarters; our venue allows BAFTA to; double its year-round charitable work to find and support new talent across film, games and television; offer essential support to the industry; and ensure that careers in film, games and television are open to all. It will also generate additional income which will be used to expand our learning programmes throughout the UK and globally.

We have just undergone an extensive refurbishment programme and our new and increased space will enable BAFTA to support over 80,000 people to develop a career in the creative industries each year

Here's a quote from - HRH The Duke of Cambridge KG, President of BAFTA

"I am a passionate supporter of BAFTA and I couldn't be more proud of its ambitious plans to dramatically increase the support for new talent over the coming years."

AN OUTSTANDING VENUE IN EVERY WAY

Job purpose

The Front of House (FOH) Assistants at BAFTA 195 Piccadilly are the front facing members of our service operation, responsible for supporting the Assistant Club Manager and delivering a high level of service to our members, and all banqueting guests ensuring that the customer experience is exceptional. The assistant role is varied and different and you will be expected to work across all aspects of the operation including; members club, banqueting, BAFTA learning events and BAFTA screenings

Key responsibilities and accountabilities

- Welcoming and greeting all guests who come to BAFTA 195 Piccadilly
- To maintain and deliver high levels of service standards at all times
- To generate sales through up-selling and product knowledge to drive revenue
- To meet commercial targets as an individual and to contribute to team revenue targets
- Make menu recommendations, answering questions and sharing additional information
- To understand allergens and advise guests on the choices they could make around them
- To keep all working areas as well as back of house areas clean and tidy
- Supporting the Duty Manager in the event of an evacuation, taking responsibility for the venue they are working in and supporting as directed by established and trained protocol
- Greeting talent as directed by BAFTA, escorting them to the green room and ensuring their F&B needs are met, within the parameters as established by BAFTA

- Escorting talent for screenings through the building, from the entrance to the green room, through to the stage at the appropriate timings as outlined by the function sheet, and off stage and to the green room and/or exit, where appropriate
- Assisting audience members with access requirements with respect and due care, to provide an accessible and welcoming experience at 195 Piccadilly
- Circulating roving mics during event Q&A's as directed
- Managing box office on the day: allocating any walk up seats, scanning tickets on the door(s) to venues within 195 Piccadilly
- Facilitating the smooth experience of learning activity audiences in 195 Piccadilly
- Providing customer support to on-site audience members, assisting them in their movement around the building and/or venue where needed

Ideally you will have:

- Previous operational experience within the service industry at a similar level
- Ability to follow standard operating procedures closely
- Ability to understand all licensing, health and safety and compliance requirements of BAFTA Piccadilly
- Experience of working within a team
- An excellent standard of presentation

Ideally you will be:

- Passionate about food and beverage and delivering excellent service
- Someone who can create a memorable experience for our members and their guests
- Flexible, professional and courteous

ABOUT BAFTA

BAFTA is a leading global charitable institution focused on championing creativity, opportunity and social change for all through the transformative power of film, games and television.

BAFTA's Vision:

Bringing the transformative power of Film, Games and Television to everyone.

BAFTA's aims: to champion the art and the craft, champion talent and champion the industry environment by:

- identifying and celebrating industry practice deemed exceptional by peer review, thereby elevating the art and craft of film, games and TV;
- providing talent with recognition, inspiration, access and long term support, in particular those under-represented and underprivileged in society;
- enabling a positive and inclusive environment, for an accessible, sustainable and connected industry.

DIVERSITY MONITORING

Our aim is for our staff to be a diverse mix of talented people who want to come and do their best work. BAFTA is committed to increasing diversity, and maintaining an inclusive workplace culture. We welcome applications from all qualified candidates regardless of their ethnicity, race, gender, religious beliefs, sexual orientation, age, marital status or whether or not they have a disability. Please take the time to fill out our [Diversity Monitoring Survey](#). All the information you provide will be anonymous and is not considered with your application.

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www.bafta.org



APPLICATION PROCEDURE

Please apply [here](#) and include a cover letter which in no more than 500 words explains why you think you are suitable for this position, what skills you have to be successful in this role and, in particular, what experience/knowledge you have in hospitality and banqueting.

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