

Front of House Manager



Front Of House Manager

Job Description
Person Specification

July 2021

Swindontheatres.co.uk
hqtheatres.com



Front of House Manager

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

Swindon Wyvern and Arts Centre are two of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The **Wyvern Theatre** (635 seats) and **Arts Centre** (224 seats) are exciting places to work. Both venues offer a mixed programme of concerts, comedy, dance, drama, musical theatre and local amateur productions. We also host a wide range of hospitality and dining events throughout the year and hire our spaces for conferences, private parties and weddings. We are extremely proud of our venues. Our teams enjoy working in an ever-changing environment with people who have true passion and dedication. If you're looking to work in unique surroundings and in a role that allows you to drive your interests and ambitions forward, we may have just the job for you!

- Employment type:** Full Time
- Salary:** Up to £27,000 p.a. dependent on experience, ability and potential.
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at the Wyvern Theatre and Swindon Arts Centre and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Front of House Manager will have strong Customer Service skills, the desire and ability to make a difference and a passion for the theatre/entertainment industry. The post holder will lead the Front of House, Stage Door and Volunteer teams, ensuring high levels of customer service are always provided to customers attending the venues. They will also be responsible for maximizing income potential through merchandise sales.
- Our ideal candidate:** A self-motivated individual with a proven interest in the theatre, experience leading a team and with a proven track record in customer care. You will have a strong ability to exercise initiative, take personal responsibility and resolve issues independently. A positive and enthusiastic attitude to work with excellent verbal and interpersonal and good written communication skills. Strong organisational and time management skills which enable you to work effectively under pressure and have the flexibility to adapt quickly as needed. You will take pride in delivering a clean, safe and enjoyable environment through excellent customer service and attention to detail.
- Closing date:** Fri 23 July 2021 5pm
- How to apply:** Please complete an Application Form available at swindontheatres.co.uk and submit with a covering letter to laura@wyverntheatre.org.uk with the subject title 'FOH Manager'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

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REPORTING

You will report to the General Manager.

KEY ACCOUNTABILITIES

Operational

- Duty Manage 5 days per week
- Directly assist the General Manager and Theatre Director in the achievement of the annual business plans, targets and objectives, with particular reference to achievement of targets for sales and customer service.
- Assist the management team in the development, implementation and management of a Customer Services training programme for staff, in line with HQ Theatres and Hospitality Ltd policies, ensuring the maximum involvement of all Front of House staff, and within appropriate service standards and targets.
- Management of procedures to ensure that all front of house areas are kept clean and tidy at all times and that regular checks of public areas are undertaken and findings acted upon.
- Ensure timely and effective liaison with incoming companies to ensure their requirements are met and events run smoothly.
- Maintaining excellent communications with the staff team, creating Front of House rotas including DMs that are accurate, timely and take all operational factors into account.
- Ensure Front of House staff score highly on monthly Mystery Guest Reports. Providing appropriate training and developing new initiatives to allow us to increase the level of customer service we provide.
- Oversee the development and management of the volunteer scheme. This includes recruitment, induction, training and motivation of volunteers, within agreed policies, and the management of their performance to secure their maximum contribution to service and financial targets and objectives.
- Organise regular induction days for volunteers and ensure that training materials are accurate, appropriate and up to date.
- Hold regular team briefings in relation to forthcoming programme of events. In addition, brief Front of House teams on specific programme content where appropriate and relevant.
- Manage the venues' cleaning and waste disposal contracts and order associated products as needed.

Customers

- Development and monitoring of customer service standards delivered by all direct reports to relevant internal and trade customers, so as to achieve agreed targets and standards.
- Establishment of a visible and accessible management profile throughout the venue to foster good relations and to provide support, advice and assistance to all staff and visitors.

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- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting Hospitality colleagues at times of greatest demand.

Financial

- Maximise income potential in secondary spend areas in relation to the programme of events including pre order app sales, programmes and house /touring merchandise.

Health & Safety

- Under line management of the General Manager and in liaison with the Technical and Building Manager ensure that all Front of House operations comply with Health and Safety and licensing requirements.
- The implementation of emergency and evacuation procedures including all relevant training, drills and briefings in collaboration with the Theatre Director, General Manager, Technical and Building Manager and the relevant statutory authorities.
- With other colleagues, ensure that procedures are in place for the safe opening of the building and that information relevant to that day's events is available at Stage Door. Responsible for training of Duty Managers and ensuring they are kept updated of any changes in operational requirements.
- Ensure all daily and pre-show building checks are carried out in accordance with theatre procedure, with particular emphasis on safety, cleanliness and presentation.
- During an event as Front of House Manager, act as the responsible person for the safety of customers and staff involved in the event, ensuring compliance with all Licence and Fire Regulation requirements.
- Undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

OTHER DUTIES AND RESPONSIBILITIES

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- The post holder will carry out any other duties as appropriate to the post and as requested by the General Manager or Theatre Director.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

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PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Experience in a supervisory customer focused environment.
- Excellent administrative skills with the ability to maintain systems and records;
- Strong organisational and time management abilities, working effectively under pressure and the flexibility to adapt quickly;
- An interest in the arts and an enthusiasm for working in a diverse environment;
- Flexibility in relation to duties and working hours which will include evenings and weekends;

Skills

- Competent computer literacy, including Word and Excel;
- Excellent written and verbal communication abilities in dealing with colleagues, the public, and industry colleagues;
- The ability to exercise initiative, take personal responsibility and resolve issues independently;
- The ability to communicate across multiple levels with sensitivity, discretion and confidentiality;
- The ability to build relationships quickly and effectively;
- The ability to negotiate and show willing to go above and beyond to satisfy the customer's needs;
- The ability to lead, motivate and instruct a team.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time;
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers;
- A presentable, professional, friendly and approachable manner which sets an example for others to follow;
- Willing to work flexible hours including evenings, weekends and Bank Holidays;
- Self-motivated and able to work effectively and positively, both independently and as part of a busy team;
- Able to operate in a calm, courteous and professional manner at all times and in particular when under pressure;
- A willingness to undertake training, learning and development relevant to the job role;
- Willing to conform to dress code.

Desirable

- Experience working in an Arts or Entertainment venue.