

Front of House Supervisor Job Description

Job Objectives:

The Front of House Supervisor will work closely with the Theatre Manager to help lead the day to day operation of the Theatres. The Front of House Supervisor will lead the Front of House team, overseeing productivity and motivation and creating monthly staff rotas. The Front of House Supervisor will ensure the smooth running of the operation and act as a Duty Manager during performance times. They will deliver a friendly and efficient service to customers, members and external hiring companies to create a warm and welcoming atmosphere with the key aim of retaining existing business and attracting new customers.

The post holder will be instrumental in ensuring sustainability and financial growth, thus securing the future of our theatre, whilst being sympathetic to the needs of an amateur theatre company. The role requires someone with strong leadership and entrepreneurial skills. There will need to be a careful balancing of Crescent Theatre business enterprises and Crescent Theatre Company requirements to ensure harmonious and profitable outcomes for all.

Key responsibilities

1. Administration

- Operate as Building Manager when the senior employee in the building, being aware of who is entering and leaving the premises where practicable.
- Devising and maintaining office systems to encourage optimum productivity with administration processes.
- Populate the rota with shift requirements along with the Theatre Manager.
- Monitor Front of House volunteer duties, liaising with Members Manager and Board.
- Managing the stock systems including regular stock checks, ordering and monthly stock takes across all sites.
- Bringing thoughts and ideas for improvements to the Front of House Operations to the Theatre Manager.

2. Front of House

- Manage, support and train the Front of House team of Duty Managers, Bar staff and Ushers in all aspects of their roles.
- Undertake duty management, bar and ushering shifts as required (refer to separate Job Descriptions for full details)
- Train and supervise staff and delegate work as required including undertaking beer line cleaning & overseeing the cleanliness of the bars.
- Ensure that all relevant information is passed on to colleagues and messages passed on in line with the company procedures.
- Be familiar with and adhere to all Health & Safety policies and procedures, including Fire Evacuation Policy

3. Venue Hire Operations

- Act as the main operational manager for all Corporate Hire bookings, and ensure all set up requirements are arranged.
- Work with the Theatre Manager on the hire booking process acting as one of the main points of contact for all visiting companies. Liaising with venue hire clients, and deal with all queries concerning Front of House contractual hire agreements.
- Produce any necessary paperwork in relation to the hire booking process.
- Carry out regular walk rounds of all areas to ensure standards are maintained.

4. Human Resources

- Be a motivational supervisor to all hirers, members and employees.
- Carry out the necessary induction paperwork for any new staff, and ensure you follow the company HR procedures.
- Assist with recruitment and staff training sessions where appropriate.

5. Other Duties

- To undertake any duties that may reasonably be requested by the Theatre Manager or Board of Management.
- Assist the Theatre Manager in monitoring all spending, ensuring that value for money is achieved in all transactions.

Person Specification

- Reliable and punctual with a high standard of personal presentation
- Works accurately with attention to detail in a high volume sales environment
- Experience in customer focused role and proven commitment to customer service
- Works efficiently and effectively under pressure whilst maintaining a friendly and helpful manner.
- Excellent communication skills
- Proven ability to work as part of a team and independently utilising own initiative
- Experience of cash handling
- Strong IT skills; able to adopt unfamiliar software and technology
- Experience of working front of house in a duty management or similar role is essential, working across multiple sites is an advantage
- Able to determine the neatness, accuracy and thoroughness of the work assigned
- Can demonstrate a creative and imaginative approach to problem solving
- Previous experience of leading a team is essential
- Adaptable and flexible regarding working hours

This job description is to be used in conjunction with the Staff handbook.

REPORTS TO: Theatre Manager

HOURS: 30 hours minimum per week

Proposed Rate: £13.30 per hour