

Job title: Front of House Manager.

Location: Arts Theatre, Cambridge.

Purpose of the job:

The Front of House Manager (FOHM) is responsible for the safe and smooth operations of the Front of House function, including safety in the auditorium, management of the bar areas (including stock management) and entrances to the theatre, and delivering the highest levels of customer care with the assistance of the Front of House team. The Front of House team consists of Assistant Theatre Manager, Duty Managers, Front of House Casuals and Volunteers. The management and engagement of these people is a key role of this post.

The postholder is also responsible for meeting commercial targets.

Areas of Responsibility

- To be responsible for the safety and security of the building, ensuring that systems and procedures for security are always followed and that correct opening and locking up procedures are maintained:
 - Liaise and make routine reports to the Safety Committee on the safe adherence to Health and Safety and Licensing law regulations, and safeguarding children's arrangements.
 - Liaise with other Theatre functions to ensure smooth operation of the Theatre, be it events, conferences, or deploying staff to support other departments.
 - Ensure the public areas of the building are maintained to the highest standards of cleanliness, and are presented in a welcoming way, ensuring rapid response to maintenance issues.
 - To act as a key-holder and to be on the emergency call-out list.
- Manage a team of Front of House team of permanent, casual and volunteers, reporting to the Head of Operations, covering as Duty Manager as required. This will be achieved by
 - Day to day management of the team, rotas and procedures to ensure best practice and high standards of customer care,
 - Overseeing training and development needs of FOH staff, producing, and maintaining training documentation,
 - Monitoring individual performance, standards of dress, and timekeeping,
 - Ensuring that all comply with the Theatre's health and safety, access and disability procedures,
 - Dealing with customer enquiries, feedback, and complaints, and
 - Serving as a Duty Manager, Front of House Casual or Volunteer as and when required to provide cover.
- Develop and implement with the Head of Operations a FOH plan to achieve targets in line with the Theatre's business plan:
 - Managing all Front of House sales activities, purchasing and delivery of stock, stock control and staff training in the use of the POS system, ensuring effective use of resources to minimise costs.
 - Fostering and maintaining relationships with suppliers for deliveries of uniforms, drinks, confectionary and ice cream.
 - Sourcing and purchasing merchandise, and the fulfilment of sales of visiting companies' merchandise.

- Any other duties as reasonably required.

Person specification and qualifications

To be successful in this role, a person will have an appropriate background and proven experience, ideally in large venues, and will demonstrate that a person is dedicated, determined and resilient.

Essential criteria:

- **People skills**
 - Leadership abilities to manage and motivate staff.
 - Teamwork skills as well as the ability to work alone.
 - Self-motivated and manage own hours.
 - Work calmly under pressure in a fast-paced environment.
 - Knowledge of behaviour and performance management.
 - Selection and recruitment process.
- **Organisational skills**
 - Excellent oral and written communication skills for dealing with the public, staff, and related companies.
 - Strong organisational abilities in staff supervision.
 - Attention to detail to make sure all aspects of the theatre run smoothly.
 - Strong IT (MS Office, in particular Excel) and good administrative skills with the ability to maintain systems and records.
- **Business skills**
 - Strong business acumen ensuring the profitability of the Theatre.
 - Flexibility and the ability to juggle competing priorities.

Desirable criteria:

- An understanding of access and disability issues.
- A valid first aid at work certificate.
- Hold a Personal Licence or be prepared to complete the course.
- A qualification in health & safety, fire safety and first aid.

Terms and Conditions

Working hours – A full-time post, 40 hours per week including a one-hour lunch break each day. The nature of the role will necessitate a varied working week and will include weekend and evening work as part of a schedule.

Salary - c. £47,000, depending on experience.

Annual Leave - 25 days holiday plus bank holidays (or time in lieu).

Other -

- Private medical cover.
- Employers' pension contributions of 3%.
- Participate in the cycle to work scheme.
- Opportunities for career progression.
- Post subject to probationary period of three months.