

Yvonne Arnaud Theatre

Date May 2021

JOB DESCRIPTION TEMPLATE

JOB TITLE	Deputy Front of House Manager
CONTRACT STATUS	Permanent Full Time
SALARY	£24,000 per annum
HOURS	37.5 hrs per week based on a shift pattern including weekends and evenings.
RESPONSIBLE TO	Front of House Manager
RESPONSIBLE FOR	Volunteers – Front of House and general
OTHER KEY WORKING RELATIONSHIPS	<p>Internal:</p> <ul style="list-style-type: none"> Box Office team Marketing team Catering Manager & team Finance team Programme Manager Buildings and Facilities Manager Head of Creative Learning <p>External:</p> <ul style="list-style-type: none"> Customers and visitors Visiting Company Managers Visiting Company personnel

The Yvonne Arnaud Theatre is undergoing an exciting period of renewal and growth. As we adapt to changing customer habits and streamline our services, we are seeking a motivated and enthusiastic person to join our Front of House team.

JOB PURPOSE

To work with the Front of House Manager to ensure the theatre's Front of House activities are professionally and efficiently delivered, keeping audiences and customer service at the heart of our operations.

THE PERSON

You will set standards for excellent customer service across the organisation and be happy working in a lively, frequently changing environment. Front of House experience is ideal, but not vital

DUTIES & RESPONSIBILITIES

Front of House

- To be the welcoming face of the theatre for audiences and visitors, ensuring the customer journey is as smooth as possible
- To be responsible for Front of House customer safety
- To supervise and support Front of House staff and volunteer Ushers
- To handle enquiries in a polite, helpful and friendly manner, ensuring that queries are resolved quickly and smoothly
- To be responsible for displaying and selling show merchandise, or liaising with visiting companies to sell their merchandise.
- To be responsible for the sale of show programmes, liaising with the visiting company and theatre Marketing department, as appropriate.
- In conjunction with the Buildings and Facilities Manager to ensure that all Front of House areas are clean, welcoming and safe for the public, and to arrange for any urgent repairs or spot cleaning as necessary
- To be responsible for Front of House fire safety and evacuation procedures
- To be responsible for closing and securing the building, Front of House, after performances.
- To liaise with the Marketing and Fundraising teams on any special audience requirements, guest lists, show information or particular arrangements
- To ensure all cash payments and floats are managed in accordance with agreed financial procedures
- To ensure all accidents are recorded in the Accident Book immediately, and that accidents, incidents or 'near misses' are reported to the Buildings and Facilities Manager as soon as possible
- To deputise for the Front of House Manager, as required
- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting Hospitality colleagues at times of greatest demand.

Events/hires

- To manage and provide support for events and building hires as required

Other

- Demonstrate an understanding of the Theatre’s values, ethos and mission and to promote these through everyday practice in the role
- Comply with all legislative, regulatory and policy requirements as appropriate
- Comply with the Theatre’s Financial Regulations and financial management procedures
- Observe the policies, procedures and practices of Health & Safety in all aspects of the role
- Demonstrate the value and importance of equality and diversity in every aspect of the Theatre’s work, and show commitment through everyday practice in the role
- Work in accordance with, and promote the theatre’s environmental sustainability policy and practices
- Work continuously to improve individual knowledge, skills and behaviours for the current role and for the longer-term, gaining appropriate professional qualifications/accreditation and maintaining membership of appropriate professional bodies as appropriate
- Participate in theatre events including when these are held in the evenings, at weekends or otherwise outside of normal working hours
- Undertake such other duties as may reasonably be required from time to time

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE
SKILLS / ABILITIES	Operational planning and implementation skills. Strong oral and written communication skills. Ability to multi task and to work to multiple and competing deadlines. Organisational skills	
QUALIFICATIONS	Front of House best practice Budget management Health & Safety	Understanding of and interest in the performing arts

	Safeguarding	
EXPERIENCE	Educated to A-level or equivalent vocational training	Educated to degree level. Membership of an appropriate professional body First Aid DBS
PERSONAL QUALITIES	Experience of organising and delivering Front of House services Managing and developing staff Experience of customer service and development Able to work with a wide variety of people Customer-focused Resourceful problem solver Calm, conscientious, positive and pragmatic	Experience of working in a performing arts environment

HOW TO APPLY

Please complete the application form and send with a covering letter explaining your reasons for applying and your suitability for the position.

Please email your application to: salowe@yvonne-arnaud.co.uk

DEADLINE Friday 4 June at 12noon

The Yvonne Arnaud Theatre encourages people from any background to apply for any of its current vacancies

We are committed to creating a team which is representative of our society and to bringing together those with a variety of skills and experiences, to help shape what we do and how we work.

We are particularly keen to hear from black, Asian and minority ethnic and disabled candidates. All disabled candidates who demonstrate that they meet the essential criteria for any of our positions will be invited for an interview.

Data Protection – If you apply for a job or work experience at the Yvonne Arnaud Theatre, we will need to collect certain personal data and special category data as part of your application. By providing information within your CV and covering letter, you are consenting to its use for the purpose of processing your application and assessing your suitability to the position applied for. If your application is unsuccessful, our policy is to delete/destroy the application six months after the closing date. If we feel that your details would be useful to keep for a longer period, should an appropriate position arise in the future, we will seek your permission to maintain these records for longer than six months.

Notification – While it is normally our policy to notify applicants as to the outcome of their application as soon as possible after the closing date, it is not always possible to do so. If you have not heard from us within four weeks of the closing date, please assume that your application has not been successful.