

Yvonne Arnaud Theatre

Date **May 2021**

JOB DESCRIPTION TEMPLATE

JOB TITLE	Front of House Manager
CONTRACT STATUS	Permanent Full Time
SALARY	£28,000 per annum
HOURS	
RESPONSIBLE TO	Director of Marketing & Customer Experience
RESPONSIBLE FOR	Deputy Front of House Manager Volunteers – Front of House and general
OTHER KEY WORKING RELATIONSHIPS	Internal: Box Office team Marketing team Catering Manager & team Finance team Programme Manager Buildings and Facilities Manager Head of Creative Learning
	External: All customers and visitors Contractors 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 manager to lead our Front of House team.

JOB PURPOSE

To manage the theatre's Front of House activities professionally and efficiently, ensuring that audiences and customer service are at the heart of our operations.

THE PERSON

You will have experience of venue Front of House management, set standards for excellent customer service across the organisation and be happy working in a lively, frequently changing environment.

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 organise rotas for Ushers, ensuring that there is sufficient cover and that staff are properly supervised
- To train Front of House staff and volunteers and offer a high level of customer service
- Recruit volunteers and Front of House staff as necessary
- Organise regular induction days for volunteers and ensure that training materials are accurate, appropriate and up to date.
- To handle enquiries in a polite, helpful and friendly manner, ensuring that queries are resolved quickly and smoothly
- To be responsible for ordering 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 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 and Development teams on any special audience requirements, guest lists, show information or special 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
- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting Hospitality colleagues at times of greatest demand.

Management

- To manage the Deputy Front of House Manager
- To agree, monitor and manage the Front of House budget, in collaboration with the Director of Marketing & Customer Experience
- To work with the Box Office, and Catering Managers to ensure consistent, customer centred procedures across all aspects of the customer journey.
- To manage and develop the Front of House team's (staff and volunteers) customer service skills, ensuring that all services provided by these staff are delivered to the agreed quality standards

Events/hires

- To respond to enquiries regarding hires and external events
- To work with the Buildings and Facilities Manager to ensure rooms are set up appropriately for events and venue hires and that events are managed professionally.

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	<p>Operational planning and implementation skills.</p> <p>Strong oral and written communication skills.</p> <p>Ability to multi task and to work to multiple and competing deadlines.</p> <p>Organisational skills</p>	
QUALIFICATIONS	<p>Front of House best practice</p> <p>Budget management</p> <p>Health & Safety</p> <p>Safeguarding</p>	<p>Understanding of and interest in the performing arts</p>
EXPERIENCE	<p>Educated to A-level or equivalent vocational training</p>	<p>Educated to degree level.</p> <p>Membership of an appropriate professional body</p> <p>First Aid</p> <p>DBS</p>
PERSONAL QUALITIES	<p>Experience of organising and delivering Front of House services</p> <p>Managing and developing staff</p> <p>Experience of customer service and development</p> <p>Able to work with a wide variety of people</p> <p>Customer-focused</p> <p>Resourceful problem solver</p> <p>Calm, conscientious, positive and pragmatic</p>	<p>Experience of working in a performing arts environment</p>

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.