

FRONT OF HOUSE MANAGER (fixed term contract – 1 year)

|  |  |
| --- | --- |
| Job Description | |
| The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. | |
| Summary of the role | **Job Title:**  Front of House Manager  **Location:** Quarry Theatre, Bedford School  **Reporting Line:** Assistant Theatre Manager (Director of Theatre in their absence)  **Hours:** 18 hours per week; Due to the nature of the role, a significant number of the hours will be outside of normal business hours (to provide Front of House services for evening events)  **Contract:** Fixed Term; for 1 Year |
|  |  |
| Main duties and responsibilities | This job description does not form part of the contract of employment and may be varied in accordance with the demands of the appointment.  The main duties and responsibilities of the Front of House Manager are (this list is not exhaustive):   * To be responsible for all of the public areas of the venue before, during and after any public performance making sure the spaces are clean, tidy and professionally presented * To liaise with visiting companies on performance nights making sure Front of House Clearance has been discussed and arranged * To have good working knowledge of the theatre’s ticketing software and be prepared to run the box office and enter events onto the system as required * The Front of House Manager should be First Aid Trained and hold a Personal License (to sell alcohol or carry out licensable activities on the premises) or be prepared to obtain one * To deal with all matters raised by members of the general public visiting the building and when necessary, follow the Quarry’s procedures when issues or complaints are received * To provide excellent customer care and high standards of service to all visitors to the Quarry Theatre * To manage the theatre bar and kitchen, including stock-taking * To manage, schedule and train box office staff, ushers/fire marshals and bar staff, making sure that the appropriate personnel are present at each event. This will include monitoring hours and completing time sheets at the end of each month. * To ensure front of house staff maintain and deliver a high standard of appearance and customer service. * To lead the front of house team, communicating effectively to ensure the smooth running of the front of house operation with a motivated staff team. * To act as duty manager as required for a minimum of three evenings per week and during key performances and events as required (as agreed with the Assistant Theatre Manager) * To liaise with staff to ensure that all users of the building including our resident productions and visiting companies receive safety and building inductions and are fully versed in building procedures and fire and evacuation procedures. * To attend and undertake training courses as required * To undertake other duties as may reasonably be requested by the Director of Theatre or Assistant Theatre Manager |

You may also be required to undertake such other comparable duties as the Trust requires from time to time.

|  |  |  |  |
| --- | --- | --- | --- |
| Person Specification – Front of House Manager | | | |
| The Trust is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. | | | |
|  | **Essential**  These are qualities without which the Applicant would not normally be appointed | **Desirable**  These are extra qualities which can be used to choose between applicants who meet all of the essential criteria | **Method of  assessment** |
| **Qualifications** |  | Relevant theatre or performance qualifications | *Certificates* |
| **Experience** | Work experience in an amateur or professional theatre in one or more of the following areas: Front of House, marketing, box office, bar, hospitality or any associated theatrical areas. | Experience of working behind the scenes with amateur or professional productions or in a theatre or theatrical venue.  Experience working with young people. | *Application and interview* |
| **Skills and Knowledge** | Understanding of the workings of a busy commercial theatre.  Strong written and verbal communication skills with the ability to communicate effectively with colleagues, pupils and the public  Effective time management and organisation skills  Strong interpersonal skills; ability to develop effective working relationships with others  Awareness of the requirements of a busy working theatre  Strong ICT skills | Ability to operate a box-office system, till or an on-line ticketing or marketing system  Awareness of good practice in chosen area of expertise | *Application form, references* *and interview* |
| **Personal competencies and qualities** | Commitment to the safety and well-being of children, young people and the public  Flexible and adaptable approach, including being available for some weekend/evening commitments  Resilient, robust and personable  Passionate about chosen area of expertise  Ability to use own initiative and also work as part of a team | Demonstrable competence working with children or young adults in a theatre-related context. | *Interview and references* |