

## **Job Description**

# **Front of House Manager Towngate Theatre**

*Date: June 2019*

**POST:** Front of House Manager

**SERVICE:** Leisure and Community Facilities

**SECTION:** Towngate Theatre

**BAND:** 4

**REPORTS TO:** Theatre Operations Manager

**RESPONSIBLE FOR:** Duty Managers, Performance Staff (including ushers)

All Council posts are subject to National Joint Council (NJC) conditions of service.

Basildon Borough Council is committed to safeguarding and promoting the welfare of children and adults, and expects all employees, contractors and volunteers to share its commitment to prevent abuse, harm or exploitation.

Please note that the Council applies a robust recruitment vetting process.

#### **MAIN PURPOSE**

Concentrating on the fundamentals of venue operations primarily regarding the duty management of the venue for performances and events. The purpose of this post will be to ensure the venue is running with optimal effectiveness; with a focus on ensuring suitable and efficient safety and working practices and protocols are adhered to and that the front of house operations of the Towngate are effectively delivered.

The post holder will be responsible for the supervision and safety of patrons and all Front of House, Café and volunteer staff at performances, hires and events. In addition, the post will be expected to undertake and assist in the setting up of rooms and events for hires, as well as liaising with the duty technician for each performance or event. Under the direction of the Theatre Operations Manager, the Front of House will manage and coordinate hires and events, manage and lead on the effective and smooth provision of customer service.

This will include the control of emergency and evacuation procedures if required during an event or performance, in addition to ensuring financial protocols and suitable processes around cash-handling, banking and record-keeping are maintained rigidly.

The Front of House Manager will work closely with and report to the Theatre Operations Manager to ensure the effective delivery of a first class customer experience.

As a key member of the management team at Towngate Theatre, the Front of House Manager will need to work closely with the Senior Theatre Management Team to deliver the vision statement and key aims and priorities of the Towngate.

## **GENERAL INFORMATION**

Leisure, Open Spaces and Community Facilities has a wide and diverse remit, comprising of a range of service units, activities, projects and programmes aimed at improving quality of life, health and well-being of the residents of the Borough. The work of the department needs to be monitored in order to inform future action and service improvements, as well as to evidence progress against planned activity and targets.

The Towngate Theatre is a key facility for the Council following the commitment to invest over £1M into improving the services available. The post holder will also be a major contributor to the Towngate team to ensure the provision of a key front-line service for all customers and visitors at the Towngate.

The Towngate Theatre is an exciting lively regional theatre that presents an eclectic mix of theatre, music, comedy and dance across the Main Auditorium (550 seats) and Mirren Studio theatre (220 seats) and currently welcomes over 100,000 people through its doors each year.

We provide a professional, friendly and polite welcome to a wide range of professional productions and community organisations, in addition to mounting our own very successful in-house pantomime.

The development of the Towngate programme aims to ensure a wide range of different genres of performances and arts related activities that provide a diverse offer for the benefit of residents and visitors, whilst increasing income from existing revenue streams and developing new strands to the business including outreach and education activities as well as focusing on sales and an awareness of the enhanced programme.

The Towngate theatre is a key local facility that aims to meet its vision statement as set out below:

“To provide a professional and customer focused, commercially aware regional theatre that hosts a range of theatrical entertainment and events for all residents and visitors to Basildon, which is recognised locally and nationally.”

## **GENERAL INFORMATION**

### **DUTIES**

1. The Front of House Manager will be responsible for the smooth and efficient delivery of all performances and events, taking the lead on the safety and security of the building, audiences and visitors and staff ensuring that at all times the building operates in a suitable manner with high class customer service values. This will include the responsibility for evacuation and security procedures as required in collaboration with the duty technician.

2. Lead the front of house team and staff on duty for performances, including but not exclusive to the volunteer ushers, stage door receptionists, catering team and Box Office, working alongside technical department, ensuring the performance of the service delivers effective first class customer service and safety, maximising revenue generation and smooth operation. This will include delivering and taking responsibility for usher and the Front of House team ensuring robust rotas and briefings are delivered for all events and performances.

3. Maintain a strong warm and welcoming authoritative presence to provide support and assistance in dealing with customer issues, complaints or enquiries during performances and events.
4. Monitoring staff performance and behaviour to align with processes and standards as set out by the Theatre Operations Manager, including participating and contributing to the on-going development of the Towngate customer service programme as requested.
5. Manage the effective, compliant and safe management and filing of secure customer information (in compliance with the data protection act and the department's document retention policy), financial record keeping including settlements and receipts, through a strict regime of rigorous checks and filing. This will also include cash handling and banking procedures for each shift working alongside the box office and sales team, catering team and additional staff as required.
6. Support visiting companies and performers, suppliers and contractors working on performances and events to ensure smooth delivery, set-up and operation of events, under guidance from the Theatre management as required.
7. Contribute to the smooth operation and first class customer service at the theatre, through leading by example, teamwork and supporting colleagues.
8. Reporting on performances and events including recording any incidents, accidents, customer comments, complaints or positive feedback including distribution of reports and information to key departments as instructed.
9. Support with the presentation and organisation of displays, merchandise and ancillary sales outlets as instructed by the Theatre Management.
10. Lead on creating a culture of pride in the workplace by ensuring clean and well-presented public spaces within the building at all times. This includes rigorous monitoring of cleanliness and hygiene standards in all facilities for each event or performance and a willingness to lead by example to ensure the venue is presentable at all times.
11. Any other duties appropriate to the post: These other duties must be equivalent to or below the salary and status of the role and, where appropriate, under the Equality Act 2010, due consideration must be given to any employees with a "protected characteristic".
12. Undertake all the duties within the framework of Equal Opportunities.
13. As the direct manager/supervisor you will ensure that all hazards are identified and managed to an acceptable level and ensure all relevant documentation is also completed. You will also ensure you demonstrate you're committed to Health and Safety by leading by example.

## PERSON SPECIFICATION

<b>Position Title:</b>	Front of House Manager	<b>Date Prepared:</b>	June 2019
<b>Department:</b>	Towngate Theatre	<b>Band:</b>	4

<b>AF= Application Form</b>	<b>I = Interview</b>	<b>T= Test</b>
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	REQUIREMENTS	Essential	Desirable	Assessed
<b>1.</b>	<b>EXPERIENCE AND KNOWLEDGE</b>			
1.1	Demonstrable experience of working in a front of house manager or similar position responsible for a building in a regional theatre, live performance venue or leisure facility (including live music venues).	✓		AF/I
1.2	Knowledge of box office and ticketing software systems.		✓	AF/I
1.3	Demonstrable experience of facilitating and supporting multiple large scale events, hires and activities within a building.	✓		AF/I
1.4	Experience of effective use of team management skills for efficient service delivery.	✓		AF/I
1.5	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.	✓		AF/I
1.6	Demonstrable experience of a suitable and personable approach to dealing with customer complaints and conflict resolution.		✓	AF/I
1.7	Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling, banking and security checks.	✓		AF/I/T
1.8	Experience of general administration duties in an office environment	✓		AF/I
1.10	Willingness to work evenings, weekends and bank holidays as required.	✓		AF/I
1.11	The ability to multi task in a busy environment	✓		AF/I
1.12	Experience of liaison and relationship management with external and visitors.	✓		AF/I
1.13	Demonstrable understanding of health and safety requirements including risk assessments, evacuation of public buildings and safe working practices.		✓	AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
<b>2.</b>	<b>COMPETENCIES</b>			
1.2	<b>LEADING AND SUPERVISING</b> <ul style="list-style-type: none"> <li>a) Provides others with clear direction</li> <li>b) Sets appropriate standards of behaviour</li> <li>c) Delegates work appropriately and fairly</li> <li>d) Motivates and empowers others</li> <li>e) Provides staff with development opportunities and coaching</li> <li>f) Recruits staff of a high calibre</li> </ul>	✓		AF/I/T
2.1	<b>WORKING WITH PEOPLE</b> <ul style="list-style-type: none"> <li>a) Demonstrates an interest in and understanding of others</li> <li>b) Adapts to the team and builds team spirit</li> <li>c) Recognises and rewards the contribution of others</li> <li>d) Listens, consults others and communicates proactively</li> <li>e) Supports and cares for others</li> <li>f) Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses</li> </ul>	✓		AF/I/T
3.1	<b>RELATING AND NETWORKING</b> <ul style="list-style-type: none"> <li>a) Establishes good relationships with customers and staff</li> <li>b) Builds wide and effective networks of contacts inside and outside the organisation</li> <li>c) Relates well to people at all levels</li> <li>d) Manages conflict</li> <li>e) Use humour appropriately to enhance relationships with others</li> </ul>	✓		AF/I/T
6.2	<b>DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS</b> <ul style="list-style-type: none"> <li>a) Focuses on customer needs and satisfaction</li> <li>b) Sets high standards for quality and quantity</li> <li>c) Monitors and maintains quality and productivity</li> <li>d) Works in a systematic, methodical and orderly way</li> <li>e) Consistently achieves project goals</li> </ul>	✓		AF/I/T
8.2	<b>ENTREPRENEURIAL AND COMMERCIAL THINKING</b> <ul style="list-style-type: none"> <li>a) Keeps up to date with competitor information and market trends</li> <li>b) Identifies business opportunities for the organisation</li> <li>c) Demonstrates financial awareness</li> <li>d) Controls costs and thinks in terms of profit, loss and added value</li> </ul>	✓		AF/I/T
<b>3.</b>	<b>EDUCATION AND TRAINING</b>			
3.1	Minimum of 3 GCSE grade A*-C passes or equivalent	✓		AF

	<b>REQUIREMENTS</b>	<b>Essential</b>	<b>Desirable</b>	<b>Assessed</b>
3.2	Degree or Diploma level in Drama, Performing Arts, Event Management or similar		✓	<b>AF</b>
3.3	First Aid at Work qualification		✓	<b>AF</b>