

Job Description

Front of House Manager Towngate Theatre

Date: 24th June 2016



POST: Front of House Manager
SERVICE: Street Scene and Leisure Services
SECTION: Towngate Theatre
BAND: 5
REPORTS TO: Theatre Manager
RESPONSIBLE FOR: Duty Managers, Volunteer Ushers, Cleaning Staff, Stage Door Receptionists
TYPE: Preferred desk worker

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 front of house, hires, events and functions. 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 the development of the front of house operations of the Towngate are effectively delivered.

Under the direction of the Theatre Manager, the Front of House Manager will manage and coordinate hires and events, manage and lead on the effective and smooth provision of duty managers for all performances and events, ensuring the presentation and customer service of the building is at a first class standard at all times, within the budgetary confines set by the Theatre Management 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 the setting up of rooms and events for hires, as well as being the main point of contact for hirers.

This will include the control of financial and secure information, authorisation and management of financial records, in addition to ensuring financial protocols and suitable processes around cash-handling and record-keeping are maintained rigidly.

As a key member of the senior management team in the Towngate, the Front of House Manager will need to work closely with the other senior managers at the Theatre 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 (182 seats) and currently welcomes over 82,000 people through its doors each year.

We provide a 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 targeting increased revenue streams and a reduction in subsidy cost to the taxpayer.

This includes the development of new strands to the business including outreach and education activities as well as a focus on the promotion, sales and awareness of the enhanced programme.

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

“To provide a top class, regional theatre that hosts a range of drama, entertainment, cultural performances and events for all residents and visitors to Basildon, that is recognised locally and nationally as a leading example.”

DUTIES

1. Managing and implementing detailed strategies for hires and events under the supervision of the Theatre Management. This will include being the key liaison with all hirers and enquiries, administration of hire bookings, collecting suitable information from and advising hirers and arranging information distribution between departments.

2. Ensuring the smooth running of events and hires, including the organising and arranging of room set ups, including movement and lifting of chairs, tables, screens, speakers, projectors, flipcharts, display boards etc. Working with the support of the catering teams, duty managers and technicians as required.
3. Line Manage the front of house team, including the duty managers, volunteer ushers, stage door receptionists and cleaners, this will include 1-2-1 meetings, the PMM process, training and performance targets as set by the council.
4. Ensure the performance of the service delivers effective first class customer service, safety and maximising revenue generation and smooth operation, through leading by example, teamwork and supporting colleagues.
5. Deliver the rotas and scheduling of suitable cover for all performances, hires and events, effectively and fairly utilising the team of duty managers, stage door receptionists, volunteer ushers, cleaning staff and casual cover as required and supervising their duties.
6. Being accountable for budgets and charges for hires and events including equipment hires, furniture and supplies. Including being accountable for the budget of approximately £12,000 per annum for Front of House maintenance and repairs, additional staffing and staff resources. This will include ensuring the hires and events meet their income targets as set by the Theatre Management.
7. 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. Liaise and support the finance department to assist with discrepancies as required. This will also include cash handling procedures for ancillary sales this could range between £50 and £2,000 dependent on the nature of the event.
8. Liaise with suppliers and contractors to ensure costs and supply meet with service requirements. Including placing orders and authorising invoices as required.
9. Monitor and report on income versus targets including the completion of performance indicators and records as instructed by the Theatre Management.
10. To assist in the business planning of the service, including contributing to the production and monitoring of the Team Plan alongside other senior management. The post holder will be required to undertake and chair weekly building operations meetings with all key departments to ensure the efficient communication of information throughout the building.

11. To create and maintain effective working relationships with other Council departments as required. Particularly Health and Safety, Corporate Property, Buildings Management and Financial Processing.
12. Lead on the presentation of displays, merchandise and ancillary sales outlets in collaboration with the marketing and sales manager and catering manager as required.
13. 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 a rigorous monitoring of cleanliness and hygiene standards in all facilities through the management of the cleaners, ensuring suitable provision of supplies and staff resources.
14. To be responsible for the security and safety of staff, audiences and guests at all times and to ensure that all staff are proficient in the evacuation and emergency procedures of the building.
15. To have joint responsibility with the Technical Manager for managing the Towngate Theatre's Health and Safety policies and procedures.
16. The post holder will be expected to carry out duty management shifts as required in order to lead by example. It is anticipated that this will be approximately two performances/evenings per week.
17. Alongside the technical manager, to coordinate and support the building's management team to enable the smooth implementation of maintenance, refurbishment and capital projects in the Towngate with minimal disruption to service.
18. 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".
19. Undertake all the duties within the framework of Equal Opportunities.
20. 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

Position Title:	Front of House Manager	Date Prepared:	24th June 2016
Department:	Towngate Theatre	Band:	5

AF= Application Form	I = Interview	T= Test
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	REQUIREMENTS	Essential	Desirable	Assessed
1.	EXPERIENCE AND KNOWLEDGE			
1.1	Demonstrable experience of working in a front of house manager or similar position in a regional theatre or live performance venue. (including live music).	✓		AF/I
1.2	Strong negotiation skills		✓	AF/I
1.3	Demonstrable experience of running multiple large scale events and hires including catered events and performance based events	✓		AF/I
1.4	Experience of effective use of staff resource management and scheduling for efficient service delivery.	✓		AF/I
1.5	Excellent communication skills	✓		AF/I
1.6	Up to date knowledge of data protection requirements		✓	AF/I
1.7	Demonstrable experience of implementing and undertaking rigid and robust financial record keeping, cash handling and security checks.	✓		AF/T/I
1.8	Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries.	✓		AF/T/I
1.9	Experience of general administration duties in an office environment	✓		I
1.10	Willingness to work evenings, weekends and public holidays as required.	✓		AF/I
1.11	Demonstrable experience of budgeting and quality control	✓		AF/T/I
1.12	The ability to multi task in a busy environment	✓		AF/T/I
1.13	Experience of liaison and relationship management with external bookers and internal departments	✓		AF/I
1.14	Demonstrable understanding of health and safety requirements including risk assessments, evacuation of public buildings and safe working practices.	✓		AF/I

	REQUIREMENTS	Essential	Desirable	Assessed
2.	COMPETENCIES			
1.2	LEADING AND SUPERVISING a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching f. Recruits staff of a high calibre	✓		AF/T/I
2.1	WORKING WITH PEOPLE a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses	✓		AF/T/I
3.1	RELATING AND NETWORKING a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others	✓		AF/T/I
4.3	ANALYSING a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system.	✓		AF/T/I
6.2	DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way e. Consistently achieves project goals	✓		AF/T/I
8.2	ENTREPRENEURIAL AND COMMERCIAL THINKING a. Keeps up to date with competitor information and market trends b. Identifies business opportunities for the organisation c. Demonstrates financial awareness d. Controls costs and thinks in terms of profit, loss and added value	✓		AF/T/I

	REQUIREMENTS	Essential	Desirable	Assessed
	EDUCATION AND TRAINING			
3.1	Minimum of 3 GCSE grade A*-C passes, including in English and Mathematics.	✓		AF
3.2	A Degree or Diploma level in Drama, Performing Arts, Event Management or similar		✓	AF
3.3	A recognised workplace H&S qualification such as CIEH Level 3 Managing Health & Safety, or IOSHH certification.		✓	AF
3.4	First Aid at Work qualification		✓	AF