

## Deputy Front of House Manager: Context and Person Specification

**Job Title** Deputy Front of House Manager

**Salary** £20,000

**Reports to** Front of House Manager

**Direct Reports** Volunteers

**Hours** 36 hours

**Works closely with** Food and Beverage Manager, Cafe Bar Supervisor & Assistants, Sales & Audience Experience Manager & Assistants

**Base** Theatre Royal Winchester

### Job Context

Play to the Crowd is an arts and education charity that incorporates Theatre Royal Winchester - a mid-scale heritage theatre with a vibrant Cafe Bar; Hat Fair, an annual Outdoor Arts festival; and Playmakers, a year round programme of creative learning, participation, community projects and youth work including a weekly Youth Theatre.

Play to the Crowd is an equal opportunities employer and welcomes applications from people from the widest possible diversity of backgrounds, cultures and experiences.

### Job Purpose

The Deputy Front of House Manager is a new position with the Play to the Crowd team. The role will regularly act as the Duty Manager for performances and events. The Deputy Front of House Manager assists the Front of House Manager to provide a seamless front of house service for Theatre Royal Winchester and a warm welcome for audiences. The role also supports the Front of House Manager to coordinate the charity's team of dedicated volunteers across the organisation and to manage rotas and other administration.

This role will often be required to work evenings and weekends. These times will form a significant proportion of weekly hours.

### Knowledge/Experience/Skills/Qualities needed:

#### Essential

- Able to work flexible hours on a rota system including many evenings and weekends
- Clear and friendly manner
- Excellent customer service skills
- Willingness to learn and adapt
- Ability to work under pressure
- Ability to handle sensitive situations in a suitable manner

#### Desirable

- Experience working within an arts venue
- Fire Safety qualification
- Child protection / Safeguarding training
- IOSH/Health and Safety qualification
- Trained first aider
- Personal Licence holder
- Staff & volunteer management experience
- Working knowledge of facilities management

- Strong written and verbal communication skills
- Cash handling skills
- Understanding of Health and Safety within a customer facing environment
- Strong numeracy skills
- Ability to plan, organise and adapt
- Strong problem solving abilities with good attention to detail

- Bar experience
- Knowledge of Spektrix, our ticketing system
- Knowledge of GDPR

#### **Personal qualities**

- Passion for the arts
- Confidence in working with a diverse range of people
- Flexible with a can do attitude and approach
- Calm, friendly and polite team player
- Initiative
- Honesty and integrity

## **Principal Responsibilities**

### **Public Safety and Volunteer Management**

- Understand and assist in implementing the theatre's emergency and Health and Safety procedures and policies, hold a Personal Licence and act as a trained first aid officer
- Supervise, review and attend evacuation, fire and emergency procedure drills
- Liaise with the Front of House Manager to ensure that the organisation is compliant with current licensing, Health and Safety, security and insurance requirements
- Liaise with the Technical team and incoming companies to ensure that shows and operations are safe for the public
- Support in recruiting, training and scheduling volunteers for activity across all of Play to the Crowd's output
- Aid in keeping all staff and volunteers trained and up to date with procedures, legal compliance and best practise across the industry
- Work with line management and the Communications and Development Director to ensure data protection compliance

### **Duty Management**

- Act as the Duty Manager for performances, take responsibility for the safety of the public and the security of the building including being a key holder and locking up at the end of the night
- Assist the Front of House Manager to organise the Duty Manager rota, across the opening hours of the building, ensuring all staff who are designated Duty Managers are fully briefed and trained
- Supervise Front of House operations during events, liaising with key staff as required
- Liaise with incoming companies to ensure ancillary sales or activities are well managed
- Lead in the managing of incidents and emergencies whilst on duty and act as the main point of contact for all emergency services
- Ensure public areas are kept clean and tidy before, during and after opening hours and to undertake cleaning duties as required
- Ensure show reports are completed for each event, record audience feedback and collect monitoring information
- Ensure any health and safety issues or accidents are suitably recorded and acted upon
- Report any incidents or areas of improvement for the operations to the Front of House Manager
- Complete pre-show checks of the building and ascertain necessary details about the performance
- Support the Front of House Manager in the training of volunteers

### **Audience Experience and Access**

- Ensure that the building and team provide an efficient, organised and warm welcome and customer experience in line with our values
- Endeavour continually to improve the Front of House environment and champion the organisation's brand values
- Assist the theatre to be DDA compliant and become an ever more accessible, welcoming venue
- Ensure visitors with access requirements or additional needs are appropriately catered for

### **Revenue Generation**

- Work in collaboration with the Cafe Bar and Sales and Audience Experience teams to maximise bar and catering revenues and other packages
- Maximise front of house sales and endeavour to upsell and promote the charity's products, including seasonal promotions, at every available opportunity
- Keep accurate monies and merchandise records and be able to complete the end of day banking procedure and necessary show reconciliations

### **General**

- Champion the organisation's values and adhere to organisational policies and procedures
- Act as an advocate for the organisation
- Work with the Front of House Manager to identify relevant development projects for your areas of work
- Fulfil the administrative functions of your areas of work to a high standard
- Be prepared to be flexible and work across the organisation where necessary, to support other areas of work or colleagues when required by the needs of the business
- Carry out all tasks in accordance with best practice and organisational action plans in respect of diversity and disability equality
- Attend internal and external meetings, participate in training and other forms of staff development and be available to work at evenings, weekends and bank holidays when necessary