

**PLAY  
TO THE  
CROWD**

Arts & Education Charity  
Winchester



# Join the family

**Job Pack:  
Deputy Front of House Manager**





“The team at the theatre are organised, professional, and very welcoming. We felt at home.”



“I can't imagine our community without Theatre Royal Winchester, the extraordinary Hat Fair or Playmakers.”



# Hello and welcome

**We are delighted you are interested in coming to work with us at Play to the Crowd.**

We are a fantastic arts and education charity based in Winchester, Hampshire, with a friendly, committed core team of about 25 people with a further 25 or so in the broader casual team as well as many volunteers.

People say they love working with us because they feel part of a family and everyone pulls together in a supportive environment to make wonderful, memorable experiences for our audiences and participants.

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# About this role

The Deputy Front of House Manager is a full time, permanent position (36 hours per week) with a salary of £23,409 - £25,209.

As the Deputy Front of House Manager, you will be a key member of a dedicated and professional team helping to deliver excellent customer service and a warm and friendly welcome to visitors to our beautiful Theatre situated in the heart of Winchester.

For the right person this is a fantastic opportunity to develop a career in Front of House and Event work within the Arts Sector as well as assisting in the management of our dedicated volunteer team.

This is an exciting time to join the organisation as the Deputy Front of House Manager as we are growing and developing our Hires and Events Offer. Trade to the Crowd is the trading arm of Play to the Crowd, which manages the Hires, Events and Theatre Bar and all profits generated are gifted to the Charity.

We're looking for someone passionate about their work and who always strives for the highest standards and quality of offer. You will be committed to excellent customer service and have a positive and proactive approach to your work. You will ideally have some supervisory experience and have a confident mindset and willingness to grow and develop.

The role will require someone to be able to approach working hours with flexibility, but we will work with the right candidate to provide flexibility in the working hours where possible.

This post may be subject to a DBS check.



# What you will do

## Public Safety and Volunteer Management

- Understand and assist in implementing the theatre's emergency and Health and Safety procedures and policies, act as a trained first aid officer
- Lead and review fire evacuations 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 across all of Play to the Crowd's activity
- Assist in keeping all staff and volunteers trained and up to date with procedures, legal compliance and best practices across the industry
- Work with line management and the Communications and Development Director to ensure data protection compliance

## 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 to continually improve the Front of House environment and champion the organisation's brand values
- Assist the theatre to become an ever more accessible, welcoming venue for all our visitors
- Ensure visitors with access requirements or additional needs are appropriately catered for with dignity and respect at all times

“Play to the Crowd offers glorious theatrical opportunities and experiences that enrich us all.”



# What you will do

## 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 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
- As required, oversee the Show Bar set up, operation and cashing-up
- Assist with the recruitment and administrative tasks relating to our volunteer team



# What you will do

## Revenue Generation

- Work in collaboration with the 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 products, including seasonal promotions, at every available opportunity
- Keep accurate monies and merchandise records and complete the end of day banking procedure and necessary show reconciliations
- Assist the Front of House Manager and Hospitality and Social Enterprise Manager to grow the Events and Hires offering for Trade to the Crowd
- Assist with cash banking as required

## General

- 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



“We love the cultural richness brought to Winchester from Play to the Crowd. Long may it continue”



# What you will bring

## Knowledge, experience and skills

### Essential

- Experience of supervising others
- Clear, confident 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
- Strong written and verbal communication skills
- Cash handling skills
- Understanding of Health and Safety within a customer facing environment
- Excellent numeracy skills
- Excellent IT skills
- Ability to plan, organise and adapt
- Strong problem-solving abilities with good attention to detail
- Able to work flexible hours on a rota system including many evenings and weekends

### Desirable

- Experience working within an events or arts venue
- Fire Safety qualification
- Safeguarding training
- IOSH/Health and Safety qualification
- First aid training
- Personal Licence holder
- Volunteer management experience
- Knowledge of facilities management
- Bar experience
- Food safety training
- Awareness of GDPR





# What you will bring

## Personal Qualities

- Confidence in working with a diverse range of people
- Flexible, with a can-do attitude and approach
- A friendly, bold and collaborative team player
- Ability to remain composed in high pressured situations
- Ability to use initiative
- Honesty and integrity



“All the staff are so lovely friendly and welcoming”

# Job details

**Job title:** Deputy Front of House Manager

**Reports to:** Front of House Manager

**Direct Reports:** Volunteer Ushers

**Works closely with:** Front of House Manager, Hospitality and Social Enterprise Manager, Bar Team Leader, Supervisor & Assistants, Sales & Audience Experience Manager & Assistants

**Contract:** Permanent, full time

**Salary:** Basic Salary £23,409 - £25,209

**Hours:** 36 hours a week

**Location:** Theatre Royal Winchester, Winchester, Hampshire

## Benefits:

- Contributory pension
- Employee Assistance Programme
- 25 days annual holiday plus bank holidays, increasing by 1 day a year up to 30 days plus bank holidays (pro-rata for part-time employees)
- Access to complimentary theatre tickets
- Free membership of Play to the Crowd
- Bar discounts

# How to apply

Please download an application form from [playtothecrowd.co.uk/jobs](http://playtothecrowd.co.uk/jobs)

Due to licensing laws (the postholder may have overall responsibility for the bar during show times), and given that they would be responsible for young people and vulnerable adults, we are only able to consider applications from those 18 years of age or over.

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



# About us

Play to the Crowd is an arts and education charity which consists of:

- **Theatre Royal Winchester**, our lovely 400 seat heritage theatre with a busy, diverse programme and our own annual pantomime production.
- **Hat Fair**, our famous International Outdoor Arts Festival.
- **Playmakers**, all our creative participatory work with and for young people and communities.

The charity also has a wholly owned trading subsidiary called – wait for it – Trade to the Crowd!

We are proud to connect with over 150,000 people each year and turnover approximately £2m a year of which over 90% is earned or fundraised income.

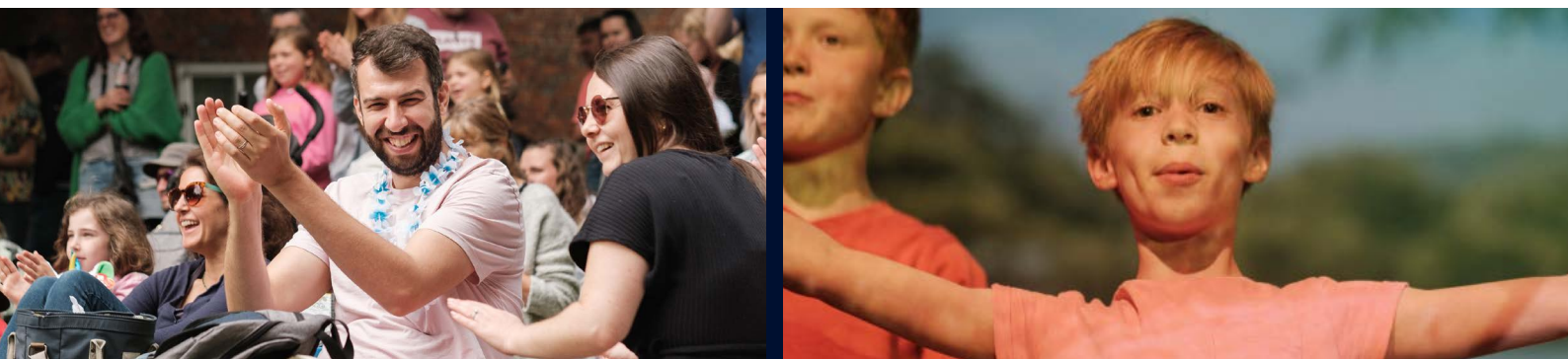
# Our vision and values

We exist to **delight** and **unite**.

We do this by inspiring people to connect with and participate in live performance - indoors and out - by inviting them to escape from the ordinary and discover a lifelong love of the performing arts.

We believe in...

- Bringing people together in wonder
- The power and value of live performance
- Nurturing talent – providing Performing Arts education and creative skills development for all
- Improving lives through participation





# Our personality

**PLAY  
TO THE  
CROWD**

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Winchester

## **Friendly**

Warm, relaxed, relationship-building, ready to have fun along the way.

## **Bold**

Getting out there, getting involved, standing up for what's right.

## **Collabrative**

Always open to working together, listening and acting respectfully.

incorporating

**THEATRE  
ROYAL  
WINCHESTER**

**HAT  
FAIR**

**PLAYMAKERS**

## **Approachable**

Expansive, amiable, inviting all-comers, the opposite of elitist

## **Cheeky**

A little bit naughty yet always nice, full of life and gentle irreverence

## **Playful**

A provider of fun and frolic, we believe in play.

## **Vibrant**

Buzzing, alive, colourful; full of interest, excitement and enthusiasm

## **Expressive**

Unselfconscious, creative, committed and always captivating

## **Curious**

Our creativity will be invitational, intriguing and inquisitive

## **Sociable**

Meeting people and making them happy, one-on-one or whole crowds

## **Intriguing**

Mystery and excitement that draws people in, often new, always original

## **Open**

Our practice will be transparent, accessible and shared.

“The team were so warm, friendly and first rate. They made the day so easy”



# What are you waiting for?

## Apply today!

[playtothecrowd.co.uk](http://playtothecrowd.co.uk)



Supported by

