

Assistant Front of House Manager

**WYCOMBE
SWAN**

Job Description
Person Specification

May 2019

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**THEATRES &
HOSPITALITY**

The UK's premier provider of
live entertainment and hospitality

Assistant Front of House Manager

Wycombe Swan

Wycombe Swan is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoriums on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Wycombe Swan is a vibrant and dynamic place to work - a venue which presents some of the best music, theatre and comedy in the country. We always provide our staff with the best opportunities to train and develop within the organisation.

As well as aspirational plans to build audiences through high quality programming in our three distinct spaces (Swan Theatre, Town Hall, and Oak Room), we have key targets to drive the commercial success of the business through offering exceptional service to our customers. We want all visitors to the Swan to be able to enjoy World Class Service and this role will be a vital part of delivering this aim.

- Employment type:** Full Time.
- Salary:** Up to £20,000 per annum depending on experience
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at Wycombe Swan Theatre & Town Hall and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Assistant Front of House Manager contributes to the commercial success of the Wycombe Swan and the achievement of service standards, targets and objectives through working with the Front of House Manager to promote the management of Wycombe Swan front of house staff and volunteers to deliver all aspects of the venue's customer service provision.
- Our ideal candidate:** The ideal candidate will have experience in front of house management and managing a large team of people, as well as proven experience of successfully delivering a high standard of customer service to members of the public. A passion for theatre and people is essential.
- For an informal discussion contact:** Alexander Laidlaw, Front of House Manager | alaidlaw@wycombeswan.co.uk
- Closing date:** 5pm, Monday 27th May
- How to apply:** Complete the application form and submit with a covering letter to admin@wycombeswan.co.uk with the subject title 'Assistant Front of House Manager'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board! Enclose a CV too if you wish.

REPORTING

You will report directly to the Front of House Manager & General Manager

The posts you will line manage in this role include the Volunteer Ushers

KEY ACCOUNTABILITIES

Strategic

- Assist the Front of House Manager in the development, implementation and management of the highest standards of Customer Service in all Front of House and backstage areas, including the delivery of relevant induction and training programmes for staff and volunteers.
- Support the Front of House Manager in effectively managing the voluntary pool of ushers and maintaining excellent communications with this staff team. In the manager's absence creating Front of House rotas that are accurate, timely and take all operational factors into account
- To make sure all upselling targets are being appropriately communicated and met, as well as looking at new ways of increasing spend per heads with the Hospitality Manager, including but not limited to interval drinks, kiosk, programmes and merchandise.

Operations

- Show duty management responsibilities to include ensuring all staff and volunteers are briefed regarding relevant show information across all departments.
- Play a key role in ensuring that the Wycombe Swan is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces. This includes liaison with Visiting Companies
- Before performances and during intervals, make regular public announcements to inform customers of the services available and when the house is open. Announcements are likely to include availability of interval drinks, specific information regarding photography, late-comers policy and any other information relevant to the performance
- Assist with the cashing up of all takings and report any differences at the end of the night, as well as ensuring the appropriate safe checks have been completed. Ensure adherence to the Wycombe Swan revenue protection guidelines and procedures.
- As required, cover of Wycombe Swan Stage Door Reception, (hours as determined by the Stage Door Supervisor), working with Stage Door to deliver the operational and administrative Stage Door function and services as part of the routine daytime opening of the venue and for shows / events with the Front of House Manager.

Health & Safety

- As part of the Duty Management team you will be the nominated First Aider when Duty Manager and be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded in the First Aid log and followed up if required.
- Assist the Front of House Manager with the implementation of the Wycombe Swan's Emergency and Evacuation procedures including all relevant training, drills and briefings, as well as, collaboration with the Technical & Buildings Manager, General Manager and the relevant statutory authorities.
- Assist the Front of House Manager with management of procedures to ensure all Front of House areas are kept clean and tidy at all times and that regular checks of public areas are undertaken, records kept and findings acted upon by the relevant department.
- To undertake regularly checks of all first aid kits and supplies, ensuring all first aid locations are fully equipped.

Recruitment, Training and Development

- Undertake First Aid training upon appointment of the role.
- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Deputising for the Front of House Manager in his/her absence.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Proven experience of successfully delivering a high standard of customer service to a large number of members of the public
- Experience of Front of House management and of managing a flexible workforce in the achievement of targets.
- Cash handling and cash reconciliation experience

Skills

- High level communication skills and an excellent manner when dealing with the public, stakeholders and industry colleagues
- At least a basic level of competency using Outlook, Word and Excel
- A proactive and positive approach to solving problems in a prompt and independent manner.
- An ability to be flexible to business needs and work calmly and effectively under pressure.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service

Desirable

- Previous experience of working in a theatre or entertainment venue.
- Experience of supervising teams in a retail or theatrical environment including volunteers
- First aid qualified