

Casual Front of House Duty Manager

**WYCOMBE
SWAN**

Job Description
Person Specification

March 2019

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THEATRES &
HOSPITALITY
The UK's premier provider of
live entertainment and hospitality

Casual Front of House Duty 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 auditoria 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: Casual

Salary: £8.85 per hour

Hours: 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 (Casual) Front of House Duty Manager will represent the Wycombe Swan and be the main contact when on shift to the public and visiting companies. Their main responsibility is to ensure that every performance and event is run effectively, with exemplary customer care but also to ensure that the comfort, enjoyment and safety of performers, the public and staff are maintained at the highest levels.

Our ideal candidate: The ideal candidate for the Casual Front of House Duty Manager position will have a proven track record in customer care and take pride in delivering a clean, safe and enjoyable environment through excellent customer service and attention to detail.

For an informal discussion contact: Fiona Martin, General Manager | fmartin@wycombeswan.co.uk

Closing date: Friday 19th April 2019

How to apply: Send a CV and covering letter to admin@wycombeswan.co.uk with the subject title 'FOH Duty Manager'. Include why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report directly to the Front of House Manager.

Direct reports: Volunteer ushers.

KEY ACCOUNTABILITIES

Strategic

- To participate in actively promoting ancillary services and sales (e.g. Ice creams, merchandise, programmes and seat delivery service etc.)

Operational

- To co-ordinate front of house activities at shows and events. Ensuring all Front of House areas are displayed in a presentable and clean manner prior to the opening of the building.
- To be responsible for proactively leading the duty team of volunteers.
- To deal with customer enquiries, compliments and complaints and to adopt a positive approach to problem solving and to resolve any issues in a timely and satisfactory manner.
- To be in charge of the building whilst acting as Duty Manager, assuming responsibility for the health & safety of all individuals on the premises.
- To liaise with the box office staff to ensure that any special seating arrangements are set out.
- To liaise with the Hospitality Duty Managers regarding delivery to seat orders.
- To ensure that house rules regarding photography, recording etc. are adhered to.

Health & Safety

- To comply, and to ensure others comply, with health & safety and other policies.
- To take the role of First Aider (training will be provided if necessary)
- In the event of emergency ensuring the safe evacuation of the building and liaising with emergency services as required.
- Ensure adherence to all licensing conditions, health and safety regulations and any other legislation applicable to the operation of the venue.
- Ensure all daily and pre-show building and fire exit checks are carried out in accordance with theatre procedure, with particular emphasis on safety, cleanliness and presentation.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.
- To assist with training and recruitment of volunteers when necessary

Other Responsibilities

- Dress in accordance with Company policy and as appropriate for the job role, wearing protective clothing where issued and as instructed.
- Carry out any other duties as appropriate to the post and as required by the Front of House Manager and any of the Senior Management Team.
- This role does include some manual work, such as lifting and carrying tables and chairs
- Attend 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

- Experience of working in a customer focused environment.
- Experience in problem solving and complaint handling.
- Previous experience of managing and training staff in a team leader or supervisor capacity.

Skills

- Excellent communication and interpersonal skills
- Able to work well under pressure
- IT skills including a basic competency in Word, Excel and Outlook
- Ability to work on your own autonomy as well as part of a team.

Knowledge

- Understand and have a working knowledge of all relevant Health and Safety legislation and be conversant with the rules and regulations.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent customer experience, every time.
- Self-motivated and ability to use initiative.
- Friendly, approachable manner
- 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.

Desirable

- A valid First Aid at Work certificate
- Experience of working in an entertainment/theatre/events environment
- Experience of managing volunteers
- Management/ Supervisory qualification (NVQ Level 3 or above)