



Front of House Manager Job Application Pack

November 2023

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Job Description

Job Title:	Front of House Manager
Responsible to:	Operations Director
Responsible for:	Duty Managers, Front of House team & Volunteers
Key Relationships:	Duty Managers & Front of House team also the technical, box office, marketing and finance team.

Purpose of post

The Front of House Manager is responsible for the smooth and efficient day to day running of the New Theatre Royals front of house operations as well as the identification and implementation of long-term strategies for Front of House management development. They lead and develop the team of casual duty managers, bar staff and ushers, in both their activity and their approach, to always provide a safe, warm, friendly and vibrant environment for audiences, visitors and staff. Alongside the Box Office Manager, you will take a lead role in maintaining excellent customer services. The Front of House Manager works closely with other departments within the company including marketing, box office and technical.

Key Responsibilities

Duties and Responsibilities

Operational

- To be responsible for the day-to-day management of the front of house.
- To act as duty manager as required.
- Ensure accuracy in processes and procedures of operating all systems relating to the Front of House team, including the EPOS till system and accident reporting system.
- Ensure the Front of House operation is compliant with all health and safety, licensing, food hygiene and Company processes and procedures.
- Maintain a detailed knowledge of the show and the impact on operations e.g. running times, latecomers, age policy and special effects.
- Strive to achieve an inclusive Customer Experience journey for all our patrons.
- To liaise with the venue management team prior to the shift in order to be confident of all Front of House operational matters and emergency evacuation procedures.
- Pro-actively take the weekly fire drills.

- Communicate with incoming productions and events to keep updated with rider, merchandise and other service requirements.
- To abide by and promote the theatre's health and safety policy in conjunction with current health & safety legislations and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures.
- Be a first aider on behalf of New Theatre Royal.

Staff Management

- To lead the front of house team, communicating effectively to ensure the smooth running of the front of house operation with a motivated staff team.
- To be responsible for the recruitment, induction, development and training, supervision and line management of front of House staff.
- To ensure that all front of House staff have adequate and appropriate training to include customer service, access, health & safety.
- To be responsible for drawing up staff rotas via our online package, ensuring that the front of house is adequately staffed at all times with duty managers, front of house staff and ushers.
- To provide accurate wage information for front of house staff to the Finance Officer.
- Ensure Front of house staff maintain and deliver a high standard of appearance and customer service

Volunteers

- Keep the volunteer rota up to date
- Provide a welcome and training for new volunteers

Customer Experience

- Support and motivate the Front of House team leading by example and creating a team culture that strives for excellence and delivering a premium service for every customer.
- Assist the Duty Manager in developing strategies to ensure the venue provides a first-class Customer Experience.
- Work with the Operations Director to ensure that the public areas of the building are always presented in the best way possible in terms of cleanliness and general maintenance.
- To provide excellent customer care and high standards of service to all visitors to New Theatre Royal, actively contributing to New Theatre Royal's policy of providing a friendly, welcoming, professional, efficient and accessible service to all visitors, including those with accessible needs.

- To deal with all matters raised by members of the general public visiting the building and when necessary, follow New Theatre Royal's procedures when issues or complaints are received by the organisation.

Bars and retail

- Oversee the management of the bar, retail, catering, confectionary, ice cream and merchandise operation.
- To take responsibility for the stock ordering, rotation and stock management.
- Ensure that public license laws are adhered to and understood by bar staff
- In conjunction with the Operations Director meet sales and profitability targets
- Ensure consistent, high-quality beverages are served to customers
- Monitor inventory of stock to ensure adequate levels are maintained and stock is rotated
- Oversee the cleanliness of the area
- Undertake line cleans as required
- Working with the Venue management in maximising revenue and ensure all KPI's are achieved: including but not limited to spend per head, mystery customer reports, cost per performance and gross profit per admit.
- Monitor the progress and effectiveness of the retail concepts in line with the venue KPI's and customer satisfaction and assist in the implementation of new concepts.

General

- To make sure that Health and Safety policies, procedures and regulations are known and understood.
- To take an active role in the team and to attend team meetings as required.
- New Theatre Royal expects employees to work with a flexible manner to effectively deliver their role and in line with the objectives of the company, including equality, diversity and sustainability.
- To act always in the best interest of New Theatre Royal

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. 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.

The successful applicant will be required to comply with our Data & Barring Service (DBS) Check procedures.

Person Specification

Criteria	Essential/ Desirable	Method of Assessment
Knowledge and Skills		
Good English and Maths skills	Essential	Application, interview
Excellent written and verbal communication skills	Essential	Application, interview
Excellent customer service skills and able to lead by example	Essential	Application, interview
General computer literacy (Microsoft Office: Word, Excel, Outlook, etc.)	Essential	Application, interview
Familiarity with EPOS systems	Essential	Application, interview
Knowledge of access, disability, and health and safety issues	Desirable	Application, interview
First Aid at Work qualification	Desirable	Application, document check
Experience		
One year's previous experience as a Supervisor/Duty Manager or clear examples in which you have shown supervisory skills in a public venue.	Essential	Application, interview
Experience of working in a fast paced, high standard service environment	Essential	Application, interview
Experience of cash handling and reconciliation	Essential	Application, interview
Some experience of working in a catering/bar environment or willingness to learn	Essential	Application, interview
Experience or interest in working in a theatre or arts environment	Desirable	Application, interview
Experience in management of stock and/or merchandise	Desirable	Application, interview

Personal Attributes		
Ability to maintain high standards of adaptability, while working under pressure	Essential	Application, interview
Proven ability to work confidently and effectively with a wide range of people, e.g. customers, students, VIPs, other staff and visiting companies	Essential	Application, interview
Genuine interest in working with customers and able to offer consistently excellent levels of customer care	Essential	Application, interview
Sales oriented and target driven approach	Essential	Application, interview
Enthusiastic and committed, with an ability to work independently as well as part of a team	Essential	Application, interview
Ability to work flexibly including evenings and at weekends as required	Essential	Interview
Punctual, smart and well-presented at all times	Essential	Interview

Terms & Conditions

Salary	£23,000 - £25,000 (depending on experience)
Contract	Permanent full time
Hours:	37.5 hours per week, 5 days over a 7 days week
Holiday	28 days including bank holidays
Probation	This post is subject to a six-month probationary period
Notice	One month during probationary period, three months thereafter
Benefits	Complimentary or discounted tickets to selected shows (<i>conditions as per New Theatre Royal policy</i>).

For an informal discussion

Please contact: **Sheena Hulme** on sheena.hulme@newtheatreroyal.com

How to apply

Please email your CV and covering letter to recruitment@newtheatreroyal.com and click the link to complete the [Equal Opportunities Monitoring Form](#).

Closing Date: **Thursday 23 November 2023 at noon**

Interview Dates: **Interviews will be held w/c 27 November 2023**

We are proud to be an equal opportunity employer and strive to provide a platform for everyone.

The value of equal opportunities runs through the heart of the organisation. A diverse team and their range of experiences are vital to the Theatres success, we still have work to do to make sure that our team represents the communities we serve. We actively encourage people with different and diverse backgrounds to join us.

The equal opportunities google form is anonymous and used for monitoring purposes. [Please click here](#)

The New Theatre Royal Portsmouth

New Theatre Royal is a beautiful grade 2* listed 664-seater Theatre located in the heart of Portsmouth. We present a wide and varied programme of music, theatre and comedy. New Theatre Royal is a vibrant and dynamic place to work,

Click the link to meet the team

THE TEAM

Data Policy

Information provided by you on this application form may be copied for use during the recruitment process. Once the recruitment process is completed, the data will be electronically stored for upto 6 months, and then destroyed. If you are the successful candidate, the relevant information may be taken from this form and used as part of your personnel record.

