



Front of House Duty Manager Job Application Pack

1. Terms & Conditions

Rate of pay:	£22,000 pro rata
Contract	Permanent
Hours:	25 hours per week, 5 days over a 7 day week
Holiday	28 days including bank holidays
Probation	This post is subject to a six-month probationary period
Notice	One month
Benefits	Complimentary or discounted tickets to selected shows (<i>conditions as per New Theatre Royal policy</i>).

2. Job Description

Job Title:	Front of House Duty Manager
Responsible to:	Front of House Manager & Ticketing & Sales Manager
Responsible for:	Front of House team on shift and Box Office Casuals
Key Relationships:	Front of House Manager, Front of House team, Ticketing and Sales Manager, also the technical, marketing and finance team.

Purpose of post

Assist in the management of the public areas of the building including the bars, ensuring customer service excellence whilst maintaining the safety and security of customers, visitors and staff.

To maximise sales where possible and motivate staff teams in the delivery of shows, events and building activity. You will also be instrumental in driving the front of house income on a per show basis to reach the expected venue and team potential. Making sure the staff are correctly equipped, informed and prepared for their work. To explore and develop and improve the FOH department, implementing idea and feeding back to management on sales initiatives. To help drive sales, understand targets and contributing to improving spend per head and gross profit per admit. To be able to represent the theatre with professionalism and enthusiasm.

Key Responsibilities

- Duty Management of events, activities and productions in the building including opening and closing checks in line with procedures.
- Ensure that the highest standards of customer service are maintained.
- Maintain a comfortable environment within the venue at all times ensuring that show specific experiences are created – i.e background music/ foyer layout etc.
- Management of Front of House team, ensuring that the team is motivated and confident of all of the objectives of the shift.
- Liaise with the bar, box office and front of house teams to ensure consistent briefing and communication with the teams.
- Ensure that the venue is presented to the highest standard of cleanliness and presentation at all times.
- Responsibility for cash handling, float checks (for bar and sales tills) and reconciliation including verification of income.
- Undertake any other duties as may be reasonably required in the course of the shift and as requested by the Ticketing & Sales Manager or the Front of House Manager. This may include deputising during leave/days off and completing tasks in their absence.

Customer Experience

- Support and motivate the Ticketing & Sales Manager and 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 Ticketing & Sales Manager and the Front of House Manager in developing strategies to ensure the venue provides a first-class Customer Experience.

Operational

- Ensure accuracy in processes and procedures of operating all systems relating to the Front of House team, including the EPOS till system, TicketSolve Ticketing 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.

Box Office

- Deal with all ticketing enquiries in a professional and courteous manner, in person, on the telephone or via e-mail
- Deal with customer financial transactions – balancing tills at the end of the shift and submitting with financial reports.

- Deal with initial complaints and up-scale to senior management in a professional manner
- Keep up to date with current promotions and pricing, to provide information to customers, on request, while maximising all show and venue sales opportunities
- Complete all daily administration tasks as required
- To confidently up sell our many additional products- inbound and outbound sales
- Effective contribution to the Box Office ticketing service including dealing with customer enquiries and taking bookings for shows and events.
- In liaison with the Ticketing & Sales Manager, responsibility for the effective use and maintenance of the ticketing database and routine housekeeping of the ticketing system.
- To have an understanding of the GDPR and ensure that all staff are adhering to this policy.
- To manage ticket requests from company, charities, promotions and the membership scheme. This is not an exhaustive list of duties.

Relationships and Development

- Build positive relationship with other departments within the theatre, ensuring effective communication and following up with performance-based problems in a timely manner.
- Work with the Front of House Team to ensure all staff and Volunteers are trained and inducted effectively into the business.
- Proactively participate in Company led training schemes, taking responsibility for your own personal development.

General

- Maintain effective communication, at all times
- 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.
- Maintain personal knowledge by completing in-house training and workbooks
- Always adhere to all company policies and procedures
- 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.
- The job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.
- Undertake any other duties as required by the Theatre Senior Management Team.

This job description is intended as a guide to the nature of the work required of this position, it is neither wholly comprehensive nor restrictive and is subject to review.

3. 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
Familiarity with Ticketing Sales systems	Desirable	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/customer service 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

4. How to apply

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

Closing Date: **Friday 8th March at noon**

Interview Dates: **Interviews will be held 14th/15th March 2024**

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 backgrounds to join us.

5. 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 up to 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.

The equal opportunities google form is anonymous and used for monitoring purposes.