

Job Description

Job Title:	Duty Front of House Manager	Theatre:	Dominion Theatre
Direct Reports:	FOH Supervisors, FOH Assistants	Reports To:	Front of House Manager
SOLT/BECTU Grade:	N/A	Department:	Front of House

Job Purpose

To oversee the Front of House Operation on a nightly basis, supervising and motivating the Front of House team to maintain high standards of customer service, maximise income and ensure that FOH procedures are followed at all times

The Duty Front of House Manager works closely with the Duty Manager and is an integral part of the evacuation process.

This role is based around evening and weekend work with the option of additional paid overtime on Sundays.

Knowledge / Experience / Skills Needed

Essential	Desirable
<ul style="list-style-type: none"> • Very high standards of customer service • Ability to motivate a team of part-time workers • Innovative attitude • Proven ability to maximise sales and share successful approaches with a team • An understanding of licensing requirements of an entertainment venue • Able to maintain a professional approach and high standard of work in a pressured environment with specific deadlines • An understanding of good HR practises, including effective approaches to recruitment, induction, and performance management 	<ul style="list-style-type: none"> • Valid Personal licence holder • Experience of creating and presenting ad hoc training to develop and motivate a team in a sales environment • Experience of developing effective incentives to maximise sales or performance in the short and medium term • Experience of using various computer packages, including Word, Excel and PowerPoint • An understanding of managing disciplinary situations • Experience of the operational upkeep of EPOS systems • First Aid at work qualification or equivalent • Keen interest in live entertainment

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- A working knowledge of how the SOLT/BECTU agreement relates to Front of House staff.

Main Duties and Responsibilities

Front of House Management

- On a nightly basis maintain a positive and motivated Front of House team.
- Ensure that all Front of House employees are well presented and maintain a positive, team orientated approach to work at all times.
- Ensure that all Front of House employees are efficient in working in all areas of their role.
- Maintain high quality customer service standards throughout the Front of House operation at all times, ensuring that Front of House staff are proactive in identifying and solving potential issues before they become major.
- Promote Front of House sales and team motivation by developing regular innovative staff incentives, monitoring their effectiveness and regularly sharing this with the wider Front of House team and Senior Management.
- In conjunction with the Front of House Manager, Deputy Front of House Manager and Front of House Supervisors, review the Front of House operation continuously to ensure service and sales are maximised at all times.
- Along with the Front of House Manager and Deputy Front of House Manager maintain effective forms of communication between the Front of House Management team and Front of House staff, through the use of show reports, staff briefings and regular meetings.
- Maintain stock management systems to tightly manage stock loss.
- Suggest new approaches for Front of House hospitality offerings, working with the Front of House Manager, Marketing Manager and Box Office Manager to ensure these are well marketed and easily bookable.

Administration and HR

- Assist the Front of House Manager to ensure that all administration of the Front of House department is completed accurately and in a timely manner, including, but not limited to; Weekly wages – including the show recharge, wastage records, stock and cash shortages tracking, daily and weekly SPH and profitability reports.
- Maintain documents relating to additional costs incurred on behalf of the show's merchandise and ensure that these are agreed with the Production in advance and are fully communicated to the operations team in a timely manner.

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- Ensure that all Front of House staff are aware of and adhere to cash-handling procedures.
- Take an active role in ensuring that all Front of House staff receive a full induction into the building and the role, including documented training in areas relating to H&S and food handling.
- Assist the Front of House Manager in maintaining a continuous program of staff development, creating and implementing induction programs for new staff, and a consistent training program for developing new seniors and supervisors.
- Monitor and review staff performance in line with company guidelines and where necessary take appropriate action. This may include conducting disciplinary investigations or assisting in hearings.
- Proactively seek opportunities to develop the skills and experience of the Front of House Supervisors and Front of House Assistants in line with their individual goals

Health and Safety

- Be fully aware of evacuation procedures and take an active responsibility in these procedures in the event of an evacuation. Ensure that all event staff are aware of the procedures and their own roles.
- Along with the Front of House Manager, carry out and document relevant practical evacuation and security drill exercises on a regular basis, at least weekly.
- Ensure all accident and incidents that occur in the Front of House area are documented and fully reported in a timely manner when on duty.
- Act as Duty Front of House Manager as named in the evacuation procedure when required, assuming responsibility for operating the building in line with its licence.
- When on duty, ensure all the company's policies, including, but not limited to the Health & Safety Policy are adhered to by all department employees and in all Front of House areas.
- Assist the Front of House Manager in continually monitor the Front of House Operation and environment, identifying and assessing new risks as soon as possible.
- Assist the Front of House Manager in reviewing all Front of House risk assessments annually, or whenever a change occurs that may affect them.
- When on duty, ensure Food Hygiene procedures are adhered to and documented as necessary.

Other

- Undertake any task as reasonably requested by the Senior Management Team.