

# Front of House Duty Manager

## **HASTINGS WHITE ROCK THEATRE**

Job Description  
Person Specification

September 2017

[whiterocktheatre.org.uk](http://whiterocktheatre.org.uk)  
[hqtheatres.com](http://hqtheatres.com)



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# FRONT OF HOUSE DUTY MANAGER

White Rock Theatre

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The **White Rock Theatre (WRT)** is one of 12 venues within the HQ Theatres & Hospitality (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 theatre and venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

The White Rock Theatre is situated in a commanding position on the Hastings' shoreline and presents a tremendously varied programme of theatre, concerts and live entertainment including an annual spectacular pantomime. WRT's café and foyers enjoy stunning views of the Hastings' coastline and the newly refurbished Hastings' Pier.

The venue has also many ideal spaces for meetings, rehearsals, workshops, conferences, parties, celebrations and more.

HQT&H manages the White Rock Theatre on behalf of Hastings Borough Council.

- Employment type:** Casual
- Salary:** £8 per hour
- Work location:** You will be based at The White Rock Theatre, Hastings and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** With a strong customer focus, maximise the profitability, service and presentation of the theatre through the effective management of staff, inventory and administrative resources. Ensure a safe environment for all staff and visitors within the theatre by observing and implementing the company's Health and safety Policy.
- Our ideal candidate:** An experienced, hands-on duty manager with a passion for theatre and customer service and a proven ability to lead a team.
- For an informal discussion contact:** Mehdi Silver  
[msilver@whiterocktheatre.org.uk](mailto:msilver@whiterocktheatre.org.uk) 01424 462290
- Closing date:** 25<sup>th</sup> September 2017
- How to apply:** Send your CV and a covering letter to [msilver@whiterocktheatre.org.uk](mailto:msilver@whiterocktheatre.org.uk). 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!

## REPORTING

You will report directly to the Front of House Manager (FOHM).

The posts you will line manage in this role are the Bar staff, bistro staff and FOH team.

## KEY ACCOUNTABILITIES

### Operational

- Maintain the highest standard of service across the whole theatre by initiating, preparing and co-ordinating customer service initiatives.
- To establish a visible and accessible management profile throughout the theatre when Duty Managing, in order to foster good relations and to provide support, advice and assistance to staff, producers, artists and visitors.
- Working as part of the Duty Management team to act as the first point of contact for all patrons by ensuring there is a visible Duty Management presence on all Incoming, Intervals and Outgoing.
- Supervise shows, conferences, weddings, corporate events, & White Rock events when needed to.
- Assist the FOHM with management and control of stock including liaising with the external stock-taker in accordance with the theatre's revenue protection policy including the monitoring of stock levels, with due regard to sell-by dates and ordering stock as needed
- To brief staff pre-show with all the required relevant information including spend-per-head targets and any offers or deals available.
- Liaise with visiting managements' merchandise sellers to ensure that the WRT's commission is accounted for and received.
- Co-operate with any Enforcement Officer who may visit the premises.
- Account for and bank money taken over bars, café and kiosks in accordance with the theatre's revenue protection policy and to accurately report the Hospitality spend for the performance on daily banking sheet making sure to categorise the income into correct product lines.
- Ensure employees are aware and adhere to all policies including the cash handling procedures, security, radio protocol, social network, data protection etc.
- To pay particular attention to areas of maintenance likely to cause accidents such as loose or worn carpet, torn lino or loose handrails, filling in the maintenance form.

### Health & Safety

- In conjunction with the senior management team, ensure the Company's Health and Safety Policy is fully promoted and adhered to with, particular emphasis on staff working in and visitors to the public areas.
- Resolve Health and Safety issues raised by staff and if necessary liaise with the Company's Health and Safety Officers.
- Ensure that all lost time, accidents and dangerous occurrences are recorded, investigated and submitted for analysis. In the case of major accidents (as defined by RIDDOR) ensure that the

appropriate enforcing authority is informed and that all reports are presented to the Theatre Director.

- Fully understand the fire evacuation procedure and regularly run fire drills and training sessions to ensure that all appropriate staff are fully trained.
- Ensure adequate first aid arrangements.

## **Recruitment, Training and Development**

- Manage recruitment, induction, assessment and work performance of the front of house and bar team in collaboration with senior management and the venue administrator.
- Proactively motivate and lead the team through collaborative learning and development, with the aim of achieving optimum contribution from each individual.
- Undertake team and individual training, as appropriate.
- Undertake training and development relevant to the successful execution of the job role.

## **Other Responsibilities**

- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.
- Undertake any relevant training and development that may be required and keep abreast of developments in his/her field of expertise.

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

- A professional background within the leisure, hotel, conference and events sector.
- Demonstrable experience as a successful manager, leader and motivator of a busy team.

### Skills

- At least basic level competency in Outlook, Word and Excel.

### Knowledge

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

### Qualifications

- First Aid Training.
- Trained to NVQ Level 2 or similar.

### 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.

### Desirable

- Train the Trainer accreditation