

# Deputy Front of House Manager



Job Description  
Person Specification

October 2018

**The White Rock Theatre** is situated in a commanding position on the Hastings shoreline. The White Rock Theatre is the perfect concert and theatre venue, with fantastic sea-views from our bars and lounge. The Theatre's programme is varied and includes one night concerts, dance, musicals, drama and an annual pantomime.

As well as aspirational plans to build audiences through high quality diverse programming in our two main performance spaces, we have key targets to drive the commercial success of the business through offering exceptional service and choice to our customers.

It's a very exciting time to join the White Rock, we are looking for someone to help us

<b>Employment type:</b>	Full Time
<b>Salary:</b>	Up to £20,000 per annum dependent on experience, ability and potential
<b>Hours:</b>	40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
<b>Work location:</b>	You will be based at the White Rock Theatre Hastings and may on occasion be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
<b>Purpose of the role:</b>	The post holder will lead the Front of House team, ensuring patrons attending the White Rock Theatre always receive exceptional customer service, whilst assisting the Front of House Manager to maximise income potential.
<b>Our ideal candidate:</b>	A passion for the hospitality and entertainment industry, a strong customer service background and the desire and ability to make a real difference. Pride and attention to the detail of offering a clean, safe and enjoyable service experience is essential.
<b>For an informal discussion contact:</b>	Mehdi Silver   <a href="mailto:Msilver@whiterocktheatre.org.uk">Msilver@whiterocktheatre.org.uk</a>
<b>Closing date:</b>	30 <sup>th</sup> November
<b>How to apply:</b>	Complete the application form and submit with a covering letter to <a href="mailto:christine@whiterocktheatre.org.uk">christine@whiterocktheatre.org.uk</a> with the subject title 'Deputy Front of House Manager. 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! Enclose a CV too if you wish.

## **EQUALITY OF OPPORTUNITY**

Qdos Entertainment Limited is committed to being an equal opportunities employer. The aim is to ensure that all employees are treated equally and are employed solely on the basis of their ability and potential to do the job, regardless of their race, colour, gender, sexuality, disability, age, religion or beliefs.

## REPORTING

You will report to the Front of House Manager.

The posts you will line manage in this role include Front of House staff, Housekeeping staff and Volunteers.

## KEY ACCOUNTABILITIES

### Strategic

- Assist the Front of House Manager in the development, implementation and management of the highest standards of Customer Service in all Front of House and backstage areas, including communication and guidance for staff and volunteers.
- Assist the Front of House Manager with the implementation of a Customer Services training programme for staff, in line with HQ Theatres and Hospitality Ltd policies, ensuring the maximum involvement of all Front of House staff, and within appropriate service standards and targets.
- As directed by the Front of House Manager, Duty Management of public events at WRT so as to ensure that they are appropriately stocked and staffed in all FOH areas to ensure the highest standards of customer care and safety.
- Liaison with Visiting Company and Tour Managers as required as part of show duty management responsibilities.
- Management of procedures to ensure that all front of house areas are kept clean and tidy at all times and that regular checks of public areas are undertaken and findings acted upon.
- Management and collection of all feedback from customers (including comments, compliments and complaints) and ensuring prompt responses after appropriate investigation. The identification of any necessary improvements to service standards to improve WRT's performance against its targets, objectives and standards.
- Completion of the internal show report system, as required by the Theatre Director.
- Ensure that WRT's public operations conform to all appropriate legal and regulatory controls and measures which are related to any area of the post holder's accountabilities.

### Team Leadership

- With other colleagues, ensure that procedures are in place for the safe opening of the building and that information relevant to that day's events is available on the events board.
- Ensure FOH staff score highly on monthly Mystery Guest Reports. Providing appropriate training and developing new initiatives to allow us to increase the level of customer service we provide.
- In conjunction with the Front of House manager, ensure the development and management of WRT's new volunteer scheme. This includes the training and motivation of volunteers, within agreed policies, and the management of their performance to secure their maximum contribution to service and financial targets and objectives.

- Training, motivation and performance management of the Meet and Greet Staff to ensure that their performance contributes to the achievement of the WRT's service and financial targets.

### **Customers**

- Maintaining exceptional levels of customer service standards delivered by all direct reports to relevant internal and trade customers, so as to achieve agreed targets and standards.
- Establishment of a visible and accessible Duty Management profile throughout the venue to foster good relations and to provide support, advice and assistance to all staff and visitors.
- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting Hospitality colleagues at times of greatest demand

### **Financial**

- Maximisation of income opportunities within set budgets.
- Maximise income potential in secondary spend areas in relation to the programme of events – including kiosk sales and house and touring merchandise.

### **Health & Safety**

- As required by the Building and Technical Manager, contribution to the development and management of Health and Safety at Work policies at WRT, in line with HQ Theatres and Hospitality policies; ensuring that all WRT Front of House staff, visitors, volunteers and work experience students are fully briefed and (where appropriate) trained in line with Health and Safety policies.
- The implementation of WRT's emergency and evacuation procedures including all relevant training, drills and briefings in collaboration with the Facilities & Buildings Manager, Technical Manager and the relevant statutory authorities.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

### **Recruitment, Training and Development**

- Undertake training and development relevant to the successful execution of the job role.
- Assist the Front of House Manager with the recruitment, induction and training of team members and volunteers
- Plan, deliver and monitor the HQ T&H 'Four Pillars' customer service programme.

### **Other Responsibilities**

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take 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 achieving excellence in a service-led environment catering for a large number of members of the public.
- Experience of Front of House management with large numbers of customers.
- Proven successful experience in managing teams so as to achieve targets and to promote individual development and contribution to the employer's business and service objectives.
- Experience in risk assessment writing and review.
- Experience supporting hospitality and corporate events
- Experience of cash handling, banking and accounting for cash handling procedures.
- Experience providing First Aid care.

### Skills

- Strong leadership skills
- The ability to inspire and develop a team of full time, part-time and casual staff.
- The ability to inspire and motivate a large team of volunteers.
- Excellent IT skills including Outlook, Word and Excel.
- High level written, numeracy and verbal communication skills.
- An excellent manner when dealing with the public, stakeholders and industry colleagues.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- Ambition and drive with the ability to learn quickly.
- A proactive and positive approach to solving problems in a prompt and independent manner.
- The ability to support colleagues in other departments when needed
- A desire to provide positive contributions to cross departmental collaborations and meetings

### Knowledge

- Knowledge of First Aid and fire evacuation procedures are essential.
- A good understanding of Health and Safety legislation pertaining to a public building.

### Qualifications

- First Aid qualified.
- Formal qualification in a relevant area.

**Attitude**

- 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.
- Good sense of humour.

**Desirable**

- Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer.
- Holder of an SIA License.
- A personal license holder.
- Knowledge of ticketing systems.
- Working knowledge of Artifax.