



TITLE: White Rock Supervisor

RESPONSIBLE TO: Venue Management

HOURS: Casual

PAY: £13.20

Purpose of Job

To provide a professional, friendly, and efficient service to the White Rock Theatre customers. Providing service delivery, advice, and assistance on all areas of Front of House operation & bars whilst ensuring compliance to company policies, ‘best practice’ and current legislation.

Supporting the Duty Manager in venue operations and supervising front of house team members. Undertaking Duty Management training and be comfortable undertaking Duty Management shifts.

Principal Responsibilities

1.	Assist in delivering an excellent service through management and supervision of team members.
2.	Being able to undertake the role of Duty Manager as required.
3.	Ensure high standards of product, service, cleanliness, and general maintenance are sustained.
4.	Perform the required responsibilities for opening and closing the front of house operations. Capable of running and assisting in the Fire Evacuation procedures.
5.	Demonstrate proficiency in till systems, bar operations, stock control and ‘end of night’ procedures, including banking and cash handling.
6.	To be part of the wider ‘Team White Rock’. To work with colleagues across departments showing support and to aid in problem solving when required.



Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department and the business. This will include some late nights, evenings and weekends & bank holidays.

Good oral and written skills are essential and post holders must be willing to work flexible and unsociable hours.

Finance: Cash handling and Banking

Location

The post holder will be located at the White Rock Theatre, Hastings.

Person Specification

This acts as selection criteria and gives an outline of the type of person the characteristic required to do the job.

Essential: - without which the candidate would be rejected

Desirable: - useful for choosing between two good candidates

Attribute	Essential	Desirable
Experience	Passion for theatre / live entertainment. Able to carry out Venue checks and reports. Previous bar & hospitality experience. Demonstrable experience of working in an environment where good customer care is prioritised.	Experience in effectively dealing with criticism and complaints. Previous experience working in a theatre venue or the entertainment industry. Previous experience as a team leader or supervisor.
Skill/ Abilities	Excellent communication skills (oral and written) when dealing with colleagues, members of the public, visiting companies and clients. Confident leadership abilities.	

	<p>An ability to assess and respond to people and a wide range of customer based issues and situations, and to remain calm and professional while dealing with and prioritising numerous duties.</p> <p>A flexible attitude to business requirements and duties.</p> <p>Understanding of Health & Safety Procedures.</p> <p>Good ICT skills, especially in Word, Excel and Access.</p> <p>Confidence in numeracy.</p>	
<p>Education & training</p>	<p>I.T. Training</p> <p>Customer Service experience</p>	<p>NVQ qualification</p> <p>Customer service training</p>