

# THE GUILDHALL TRUST

**TITLE:** Front of House Manager

**DEPARTMENT:** FOH - Operations

**RESPONSIBLE TO:** Operations Manager

**HOURS:** 40hrs per week

**PAY:** £29,500 per annum

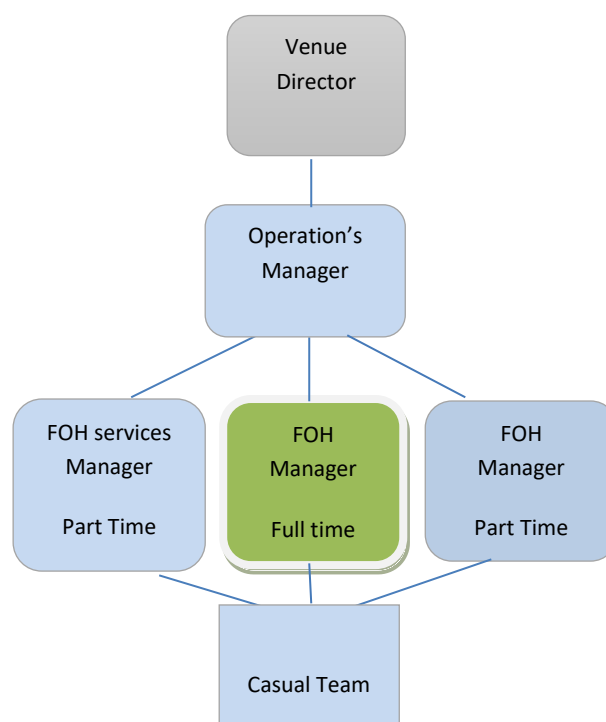
## Purpose of Job

A role supporting the Operations Manager in the day-to-day operation of the White Rock. To co-ordinate and supervise conference & events as well as our busy concerts. This role shall include some responsibility in all areas of secondary spend including bars & catering.

Assisting in the facilitation of the back-office functions of these areas, as well as the management of the casual Bars & Front of House teams.

The post holder must ensure the highest quality service delivery together with excellent planning and preparation.

## Organisation Chart



### Key Job Outcomes:

1a	To co-ordinate & supervise the Concert & events operations on an event by event basis including casual team management & secondary spend outlets	100%
1b	To support the Operations Manager to create a strong Team ethic and to thereby maximise sales resulting in the delivery of a first class customer service ethos.	
1c	To work & assist within the wider operations team, including security, box office & reception services and any other area that needs operational assistance.	
1d	To reconcile end of day finances & till reports in accordance with The Guildhall Trust's Banking procedures. To manage the Preoday ordering system and to assist in managing the till system to ensure accurate recording of information for KPIs	
1e	Assist in the facilitation of the back-office functions of the operational areas, such as ordering, stock management, rota planning and event operational planning.	
1f	To supervise the function of conference & events.	
1g	To support in delivering in-house training programmes to staff with regards to service standards and licensing legislation and to ensure all new starters receive an appropriate induction. To ensure all colleagues are aware of service standards and receive adequate training to enable them to always deliver an excellent service.	
1h	To assist the operations manager for the provision of excellent bars & secondary spend outlets, ensuring a good range of stock that is expertly displayed and priced. To take responsibility for stock control ensuring stock levels are monitored and waste is kept to a minimum.	
1i	Oversee and assist with the management of café & catering areas, ensuring food hygiene and correct procedures are adhered to.	

### Other

The nature of the work undertaken by the post holder will be required to work flexibly to meet the needs of the department, will require evening, weekends and working on Bank Holidays.

### Physical

The post holder will be required to move stock and change barrels etc. as well as other operational physical tasks.

### 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	<p>Demonstrable experience of working with a venue or hospitality/hotel FOH operation.</p> <p>Demonstrable experience of food &amp; beverage operation.</p>	<p>Conference &amp; banqueting hotel experience.</p> <p>Theatre or concert venue FOH experience.</p> <p>Experience in managing a team</p>
Skill/ Abilities	<p>Able to develop a strong customer focused approach throughout the operation.</p> <p>Excellent communication skills, both written and oral.</p> <p>An ability to tackle and resolve difficult situations with both customers and colleagues</p>	
Education and training	<p>Demonstrable IT skills, including the use of Microsoft Office software packages, as well as internet and intranet experience.</p> <p>Training in Health and Safety at work or food hygiene.</p>	<p>First Aid at Work</p> <p>Personal licence</p> <p>SIA licence</p>