awen

Ymddiriedolaeth
Ddiwylliannol
Cultural Trust

Job Outline

Job Title:
Front of House Manager

Basis:
Full Time - Annualised

Salary:
£31,965 - £32,957

Base:
Maesteg Town Hall

Accountable to:
Senior Theatres Manager

Accountable for:
Customer Experience Events Assistants
Casual Duty Managers
Volunteers

Your Role:

As part of the Maesteg Town Hall's operations team, you'll play a key role supporting Senior Theatre Manager in the smooth running of the theatre. You will drive high standards of customer service throughout the building and ensure that the Bars and Café are running efficiently.

In this role, you will:

- Provide the lead for the Front of House (FoH) areas including public spaces, bars, and conference spaces.
- Act as day-to-day volunteer co-ordinator, leading on volunteer rostering as well as ongoing training and support.
- Drive customer service standards throughout the venue, ensuring that all members of public using the building receive a warm welcome and efficient service.
- Manage the team of casual Duty Managers and Customer Experience Events Assistants. This includes (bit is not limited to) producing rotas for the café and bars, carrying out ongoing training, conducting reviews and catch ups, and motivating the team to deliver high quality service.
- Support the Senior Theatres Manager to maintain excellent housekeeping and ensure that all Health and Safety requirements are met throughout the building.
- Obtain a personal licence and maintain an awareness of current premises licence legislation.
- Oversee the rostering of event staff in line with agreed budgets and in consultation with the Senior Theatre Manager.
- Support the end of month payroll process for the Customer Experience Events Assistants.
- Deal efficiently with customer enquiries, compliments and complaints.
- Provide effective supervision, ensuring all cash handling procedures for bar, kiosk, and cash floats are correctly managed.
- Liaise with Visiting Companies regarding arrangements for their performance. These can include, but are not limited to, meet and greets, the selling of merchandise, riders, show warnings. Ensure that Dressing Rooms are prepared prior to the Visiting Company arriving.
- Support the delivery of private hire events.
- Ensure that the bars and café run efficiently and cost effectively. This includes ensuring all licence requirements are met, ensuring excellent standards of hygiene, driving high standards of customer service, and ensuring stock is well maintained and relevant to the event.
- Alongside the Senior Theatre Manager and Sous Chef, identify areas of development within the café and bar menus to enhance the customer experience and maximise profits.
- Have a good understanding of the diary system Yes Plan and liaise with the Sous Chef on any forthcoming catering requirements.
- Operate as a key holder for the building.
- Carry out Duty Manager shifts for shows and events where required.

General Duties and Responsibilities of this role are:

- To be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- To participate in any training and development activities to maintain own development or to enhance competence within job role.
- To uphold and integrate our purpose and values in all that you do, observing and promoting Awen's four values at all times – Creative, Empowering, Collaborative and Fair.
- To ensure that activities are completed in accordance with Awen's commitment to equality, diversity and Inclusion and in line with best practice and legislation.
- To actively challenge discrimination and stigma in the workplace.
- To be responsible for safeguarding and promoting the welfare of children, young people, and adults at risk.
- To look after your own physical and psychological wellbeing wherever possible.
- To support the psychological and physical wellbeing of our colleagues/team and encourage an empathetic and inclusive culture.
- To be responsible in helping us achieve our sustainability ambition by contributing to reduce your individual carbon footprint and working towards the organisational objectives in line with the Awen sustainability strategy.
- To comply with Awen's policies and procedures.

This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the service.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS **(E):**

- A good degree of initiative, resourcefulness, flexibility and a self-motivating approach. (E)
- Innovative thinker with a solutions-based approach. (E)
- Positive and motivational approach to support colleagues and teams to achieve common aims and objectives. (E)
- Confident and professional approach and enjoys networking and building positive relationships with all stakeholders. (E)
- Forward thinking and able to contribute to aims and objectives of Awen through its vision and brand values. (E)
- Works well under pressure and able to effectively manage multiple priorities to strict deadlines. (E)
- Set high standards of performance for self and others in meeting internal and external customer expectations. (E)
- Interest and enthusiasm in theatres and arts.
- A creative thinker who can contribute to the development of the Theatre and Awen.

Qualifications, Skills, Abilities and Experience:
(ESSENTIAL CRITERIA ARE INDICATED AS **(E):**

- NVQ Level 3 in Hospitality or similar or able to demonstrate similar through experience (E)
- Proven Events Management experience (E)
- Bar and Café supervision experience.
- Good verbal and written communication skills (E)
- Good time management and ability to follow instructions (E)
- Ability to work on own initiative as well as a key member of a team (E)
- Excellent numeracy skills in relation to collation, reporting of financial data and cash handling (E)
- A full driving licence and access to your own vehicle for work purposes (E)
- Able to effectively manage multiple priorities, problem solve and work to strict deadlines (E)
- Excellent ICT skills with experience in using Microsoft Office (E)
- IOSH managing safely qualification or demonstrate similar through experience
- Evidence and understanding of Awen's offer and services.
- Knowledge and understanding of health and safety regulations for theatres and maintenance tasks.
- Experience of using Spektrix or similar ticketing systems.
- Experience in a customer service role within an arts or events environment.
- Ability to speak Welsh.
- Experience of working with volunteers
- Food Hygiene certification
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