

Front of House Supervisor Job Description



Role:	Front of House Supervisor
Department:	Visitor Services
Responsible to:	Head of Visitor Services and Estates
Contract:	Fixed term, Variable hours: part-time and full-time roles available
Contract Dates:	June 7, 2021 to September 25, 2021
Anticipated basic hours per week:	Variable
Basic working week:	Up to 6 days out of 7 based on a Monday to Sunday working week.
Salary per hour/per week:	£11.22 per hour

Please note that this role requires work in the evenings and at weekends. You may also be required to work on Bank Holidays.

1. About us

Please download the separate document <https://openairtheatre.com/uploads/files/ABOUT-US.pdf> and also read our latest Annual Review which can be found here: <https://openairtheatre.com/about>.

2. The role of Front of House Supervisor

The Front of House Supervisors assist and support the Duty Manager in the efficient and effective delivery of the Front of House operation, ensuring that the site is clean and well-maintained and provides a safe and welcoming environment for our audience, staff and visitors.

Supervising the Visitor Services Assistants (Front of House), and working closely with all front line teams, you will ensure the highest levels of customer service and presentation whilst maximising sales and profitability.

3. Key responsibilities

Visitor Services

- Be a highly presentable, visible and accessible presence and represent the company with diplomacy, discretion and courtesy at all times;
- Assist with the training and development of the Visitor Services Assistants (Front of House), and work closely with staff to deliver the highest level of customer service;
- Ensure the site is fully prepared and adequately staffed and stocked for the punctual opening of the site, including assisting with general cleaning duties;
- Oversee the Visitor Services Assistants (Front of House) to ensure that a positive and warm welcome is given to all customers, ensuring allocated jobs are completed, monitoring time-keeping, uniform and performance, bringing any concerns to the attention of the Visitor Services Management Team;
- Deal with all customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, documenting and escalating as necessary;
- Have an excellent knowledge of current and future performances, related activities, promotions and products; ☑ Take a proactive role in up-selling programmes, merchandise and ice creams;
- Ensure cashing up procedures are followed and all income accurately reported, bringing any issues to the attention of the Duty Manager;
- Manage disposables and stock items ensuring that replacements are ordered and stored correctly;

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- Assist with the on-the-day needs of current and prospective key accounts including groups, schools, corporates and partners including, but not limited to, organising pre-ordered ice creams, programmes, merchandise and catering and setting up private entertainment areas;
- Understand and implement the late-comers policy.

Health & Safety and Security

- Supervising the Visitor Services Assistants (Front of House), maintain a safe and secure working environment at all times, adhering to company policy, licensing law, trading standards, food hygiene and health and safety legislation where applicable;
- Monitor all health and safety, first aid, access and maintenance requirements, making recommendations and reporting any areas of concern;
- Liaise with the Visitor Services Management Team to ensure any hazards are reported, minimised and managed appropriately;
- Act as a First-Aider and report all accidents to the Duty Manager;
- Maintain a thorough knowledge of safety and emergency procedures, and act as Chief Fire Marshal taking an active role in any emergency situation;
- Support and deputise for the Duty Manager;
- Assist with security checks, reporting any issues or concerns to the Duty Manager;
- Train, develop and work closely with the Visitor Services Assistants (Front of House) to ensure that health and safety requirements are met.

4. Responsibilities of all staff members

- Demonstrate an interest in all the work of our company, the experiences we create and theatre generally.
- Be prepared to work at the times required by your role and the theatre's operating schedule. This may include evenings, weekends and Bank Holidays.
- Ensure that the company remains up-to-date with issues and practices related to your role.
- Maintain an awareness of the work of all departments and their need for support, facilitating excellent communication and cooperation between departments.
- Maintain an appropriate level of personal appearance for your role which, if applicable, shall be in line with the uniform policy set out in the Staff Handbook.
- Demonstrate and maintain an appropriate level of understanding for your role of equal opportunities, health and safety, access and licensing requirements in a theatre.
- Maintain and safeguard all documentation, records, filing systems and databases required to ensure compliance with all internal policies, data protection, financial and other regulations.
- Represent the company with diplomacy, discretion and courtesy at all times, safeguarding all confidential information.
- Comply with all company policies and undertake any other reasonable duties as required by the senior management.

5. Person specification – essential criteria

- Excellent attention to detail with the highest standards of presentation.
- Excellent written and spoken English with proven interpersonal skills.
- Demonstrable enthusiasm, understanding and experience of customer service and sales techniques.
- Experience of cash-handling and reconciliation.
- Proven ability to work well both independently and within a team.
- Calm, organised and tactful approach.

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- Ability to work well under pressure to meet deadlines, independently problem-solving, quickly and efficiently.

6. Person specification – desirable criteria

- Previous experience working in this department.
- Previous experience of working in a theatre.
- First Aid qualification
- SIA Licence holder

7. Further information

Owing to the seasonal nature of our activities, you will not be able to take holiday during the contract unless required by us; payment in lieu of your unused holiday entitlement will be made at the end of the contract. The full terms and conditions of employment shall be as set out in the successful candidate's contract.

Regent's Park Open Air Theatre is an equal opportunities employer and our recruitment process is open to all. Our ambition is to achieve greater diversity so that our organisation better reflects the city and country in which we live.

As the majority of our appointments are seasonal, we evaluate a very large number of applications and candidates each spring. For this reason, we are not able to offer bespoke feedback to unsuccessful applicants at any stage of the process. However, if you are invited to interview, you will also be given an opportunity to ask the panel your own questions.

8. How to apply

Please download, complete and e-mail the following to jobs@openairtheatre.com:

- application form;
- personal details form;
- equal opportunities form.

Closing date: 10 am, April 28, 2021

Interview 1: May 11-13, 2021