



JOB DESCRIPTION

Job Title: Front of House Duty Manager

Reporting to: Front of House Manager

20 hours a week

MAIN PURPOSE:

Take full responsibility for the building, customers, staff and contractors during show mode; by acting as lead duty manager for the majority of scheduled shows.

Effectively assist the rest of the front of house management with the practical operation of the front of house team. Ensuring that the highest standard of customer care is delivered at all times; whilst finding ways to actively maximise sales within all areas of the front of house department.

MAIN RESPONSIBILITIES:

- Deliver excellent customer service at all times.
- Take lead on all cashing up procedures including change requests and the nightly banking.
- Lead by example, motivate the team to strive for excellence and delivering premium service for every customer.
- Lead and support the front of house assistants and supervisors in delivering a seamless front of house operation.
- Liaise with visiting companies and theatre technical staff to ensure smooth and efficient operation of shows.
- Deal with patron's queries and complaints effectively and immediately.
- Ensure all public areas of the building are safe, clean and presentable.
- Assist behind the bar or usher when necessary.
- Assist in delivering training to ensure front of house staff and volunteers are trained in FOH regulations, procedures, customer care and other company policies as required.
- Assist with front of house recruitment.
- When required, assist in stock management. This includes ordering, stock takes and deliveries.
- Participate in departmental meetings as required.
- Deputise in absence of Front of House Manager AND Deputy Front of House Manager.
- Undertake any other duties as required by senior management.

This job description will be reviewed on a regular basis and will, in consultation with the post holder, be adjusted as necessary or appropriate in line with the developing nature of the Kings Theatre's services.

PERSON SPECIFICATION:

Essential

- Experience of leading and motivating a team.
- Experience in bar/hospitality supervisor or management role.
- Experience of basic finance and cash handling.
- Previous experience in a customer service role.
- Excellent customer service skills.
- Excellent verbal and written communication skills.
- Ability to use Microsoft Office software including word, excel and outlook.
- Excellent organisational skills.
- Team player.
- Ability and will to use initiative.

- Experience of working well in a fast-paced environment and under pressure.
- Ability to be adaptive, to prioritise and have focused time management.
- High standard of presentation.
- Reliable and punctual.

Desirable

- Current first aid at work certificate.
- Personal License.
- Experience of stock management.
- Passion for theatre.