 **JOB DESCRIPTION FOR:**  Front of House Supervisor

**Responsible to:** Operations Manager

**Responsible for:** Box Office Assistants P/T and casual, stewards, and bar staff.

**Liaison with:** Finance, Technical, and Marketing staff.

**Salary:** £20,784.40

**MAIN PURPOSE OF ROLE:**

To ensure effective management and delivery of services to visiting companies, customers, and tenants ensuring the highest standard of customer service and care is maintained.

To act as the first point of contact for all customers and visitors to the building ensuring their needs are met in a friendly timely and efficient way at all times.

To provide operational cover for the venue as part of a flexible rolling rota covering regular early mornings, evenings, and weekends.

**DUTIES & RESPONSIBILITIES:**

1. To be responsible for the Front of House, performances, and events programme, ensuring a high standard of customer service is maintained and the casual workforce is deployed effectively and efficiently.
2. To ensure commercial hires are carried out in accordance with the terms and conditions of hire, operational policies, and customer service standards, ensuring a high-quality service is provided at all times.
3. To manage the recruitment, training, and scheduling of the casual workforce to enable the effective running of the venue.
4. To supervise the Front of House staff, ensuring they complete the duties expected of them.
5. To operate the Panorama bar to support performances and commercial hires, ensuring stock levels, cleanliness, hygiene, and cash handling are effectively managed.
6. To be responsible for the setting up of meeting rooms and events spaces including all necessary equipment, refreshment provision, and briefing the client on appropriate safety and building use information on arrival.
7. To provide regular Box Office and reception cover as required including:

* Accurately recording and processing all ticket sales via the in-house ticketing system, ensuring that all payments processed are handled and reconciled on a daily basis in line with company financial procedures
* Managing all incoming calls efficiently for internal departments and tenanted units
* Handling all public enquiries to the venue in an efficient and courteous manner in line with company standards and procedures.

1. To assist the Head of Operations in all aspects of security at the premises. This will include:

* The intruder alarm system
* The door access systems
* The maintenance of the incident logging system
* Opening and securing the building/acting as a key holder
* Following the emergency evacuation procedure
* Supervision of volunteers and additional security staff when required

1. Working with the contracted security firm to ensure out of hours breaches in security and fire systems are dealt with effectively.
2. To assist tenants, visiting companies and other building users with any matters relating to their occupation of the building and inform them of the operational policies and procedures in place that may impact on them and their activities
3. To assist tenants with any deliveries and dispatches of goods as required
4. To assist maintenance contractors when attending site directing them and providing access to the appropriate parts of the building as required.
5. To receive deliveries of bar and hospitality stock as and when required by Operations Manager, ensuring accurate checking of the deliveries and efficient stock put away.
6. To be responsible as part of the Operations team for the Health and Safety of all users of the building including completing regular building inspections and other duties as required by the Operations Manager.
7. To engage in training and development as and when required by the Operations Manager.
8. To uphold and comply with the organisations policies and procedures and the law in relation to health and safety, financial regulations, equal opportunities, data protection required for the effective and appropriate operation of the venue.
9. To undertake any other duties commensurate with the salary and level of responsibility of the post as directed by the Operations Manager.