

Front of House Manager



Job Description
Person Specification

November 2017

G Live is one 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

Located in the heart of the prosperous Guildford town centre, G Live is a remarkably flexible venue capable of accommodating the varied needs of professional touring shows and local community organisations, as well as being a vital linchpin within Guildford's business and leisure tourism offer. The Main Hall is a highly flexible space with a seated capacity of 1,031 rising to 1,700 in standing format. It has class-leading acoustics, excellent technical facilities and is highly accessible. The venue includes the Bellerby Studio and the Glass Room (both 100 capacity) and a range of meeting and function rooms.

- Employment type:** Full Time,
- Salary:** Up to £26,000 p.a. dependent on experience, ability and potential
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at G Live, London Road, Guildford and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Front of House Manager contributes to the commercial success of G Live and the achievement of customer service standards, targets and objectives through the management of G Live's front of house staff and volunteers. The role is crucial to the smooth and successful running of shows and events in the venue. The successful candidate will have significant input into the operational decision making for Front of House areas. This is a hands-on role, with a requirement to provide Duty Management staffing for all shows and theatre events utilising a small but highly skilled team, with particular emphasis on motivating them to deliver exceptional customer service in a challenging and pressured environment. By its nature, the position will involve regular evening and weekend shifts, and some Bank Holiday cover.
- Our ideal candidate:** A "can-do" positive professional with great people skills, planning skills and a strong organisational focus to achieve challenging business targets.
- For an informal discussion contact:** Jon Ross, Facilities & Buildings Manager
01483 739040 jross@glive.co.uk
- Closing date:** 17:00, Friday 12th January 2018
- How to apply:** Complete the HQ Application Form available at glive.co.uk and submit with a covering letter to jross@glive.co.uk. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board! Enclose a CV too if you wish.

REPORTING

You will report to the Facilities & Buildings Manager.

The posts you will line manage in this role include Assistant Front of House Managers, Meet & Greet staff, and Volunteers.

KEY ACCOUNTABILITIES

Strategic

- With other management colleagues, contribute as required by the Facilities & Buildings Manager and/or Venue Director to the formulation of G Live's annual business plans and budgets and to the setting of annual and periodic financial and service targets and objectives.
- Assist the G Live management team in the development, implementation and management of a Customer Services training programme for staff, in line with HQ Theatres and Hospitality Ltd policies, ensuring the maximum involvement of all Front of House staff, and within appropriate service standards and targets.
- Organise regular induction days for staff and ensure that training materials are accurate, appropriate and up to date.
- Management of all public events at G Live so as to ensure that they are appropriately stocked and staffed in all FOH areas to ensure the highest standards of customer care and safety.
- Responsibility for creating Front of House and Duty Management rotas that are accurate, timely, costed and take all operational factors into account.
- Liaison with Visiting Company and Tour Managers as required as part of show duty management responsibilities.
- Ensure all PRS returns are completed and submitted accurately and in a timely fashion.
- Management of procedures to ensure that all front of house areas are kept clean and tidy at all times and that regular checks of public areas are undertaken and findings acted upon.
- Ensure that the Facilities & Buildings Manager is aware of routine, periodic or ad hoc cleaning requirements for Front of House Areas so that this can be communicated to the contract cleaning company.
- Management and collection of all feedback from customers (including comments, compliments and complaints) and ensuring prompt responses after appropriate investigation. The identification of any necessary improvements to service standards to improve G Live's performance against its targets, objectives and standards.
- Support the Creative Learning Manager in the development and management of projects for young people as well as a public access programme to G Live, including, but not limited to Studio events, Open Days, Talks and Tours.
- Management of an internal show report system, as required by the venue Director.
- Provision of management information and reports where required by the Facilities & Buildings Manager.

- Ensure that G Live's public operations conform to all appropriate legal and regulatory controls and measures which are related to any area of the post holder's accountabilities.

Team Leadership

- With other colleagues, ensure that procedures are in place for the safe opening of the building and that information relevant to that day's events is available at Stage Door. Responsible for training of Duty Managers and ensuring they are kept updated of any changes in operational requirements.
- Ensure FOH staff score highly on monthly Mystery Guest Reports. Providing appropriate training and developing new initiatives to allow us to increase the level of customer service we provide.
- In conjunction with the Volunteer Co-ordinator, ensure the development and management of G Live's volunteer scheme. This includes recruitment, induction, training and motivation of volunteers, within agreed policies, and the management of their performance to secure their maximum contribution to service and financial targets and objectives.
- Recruitment, induction, training, motivation and performance management of the Assistant FOH Managers and Meet and Greet Staff to ensure that their performance contributes to the achievement of the G Live service and financial targets.

Customers

- Development and monitoring of customer service standards delivered by all direct reports to relevant internal and trade customers, so as to achieve agreed targets and standards.
- Establishment of a visible and accessible management profile throughout the venue to foster good relations and to provide support, advice and assistance to all staff and visitors.
- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting Hospitality colleagues at times of greatest demand

Financial

- Maximisation of income opportunities within set budgets.
- Maximise income potential in secondary spend areas in relation to the programme of events – including kiosk sales and house and touring merchandise.

Health & Safety

- As required by the Facilities & Buildings Manager, contribution to the development and management of Health and Safety at Work policies at G Live, in line with HQ Theatres and Hospitality policies; ensuring that all G Live Front of House staff, visitors, volunteers and work experience students are fully briefed and (where appropriate) trained in line with Health and Safety policies.
- The implementation of G Live's emergency and evacuation procedures including all relevant training, drills and briefings in collaboration with the Facilities & Buildings Manager, Technical Manager and the relevant statutory authorities.
- As required by the Facilities & Buildings Manager, undertaking and documenting risk assessments for G Live events, ensuring risk assessments are distributed to required departments.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Experience achieving excellence in a service-led environment catering for a large number of members of the public.
- Experience of Front of House management with large numbers of customers.
- Proven successful experience in managing teams so as to achieve targets and to promote individual development and contribution to the employer's business and service objectives.
- Experience in risk assessment writing and review.
- Experience supporting hospitality and corporate events
- Experience of cash handling, banking and accounting for cash handling procedures.
- Experience providing First Aid care.

Skills

- Strong leadership skills
- The ability to inspire and develop a team of full time, part-time and casual staff.
- The ability to inspire and motivate a large team of volunteers.
- Excellent IT skills including Outlook, Word and Excel.
- High level written, numeracy and verbal communication skills.
- An excellent manner when dealing with the public, stakeholders and industry colleagues.
- An ability to be flexible to business needs and work calmly and effectively under pressure.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service.
- Ambition and drive with the ability to learn quickly.
- A proactive and positive approach to solving problems in a prompt and independent manner.
- The ability to support colleagues in other departments when needed
- A desire to provide positive contributions to cross departmental collaborations and meetings

Knowledge

- Knowledge of First Aid and fire evacuation procedures are essential.
- A detailed understanding of Health and Safety legislation pertaining to a public building.

Qualifications

- First Aid qualified.
- Formal qualification in a relevant area.

Attitude

- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Good sense of humour.

Desirable

- Formal training to assist in the delivery of effective staff training, i.e. Train the Trainer.
- Holder of an SIA License.
- A personal license holder.
- Knowledge of ticketing systems.
- Working knowledge of Artifax.