**Job Description**

**Job Title:** Front of House Supervisor

**Hours:** 30 hours per week

**Reports To:** Front of House Manager **/** Deputy Front of House Manager

**Responsible For:** Front of House team

**Main Purpose**

Theatre Royal Windsor is looking for a motivated and enthusiastic Front of House Supervisor to lead Front of House team during performances and events, ensuring staff are fulfilling their duties to the best of their ability:

The key elements of the role include:

* To assist the Front of House Management with the day-to-day operation of the Front of House department, including one Duty Management shift a week.
* Leading the smooth operation of the bar and coffee teams during performances and events, ensuring all staff and outlets have up to date information and are fully briefed on every activity within the building.
* To assemble all front of house stock orders and receive all deliveries, ensuring appropriate stock rotation and storage whilst accurately entering details into our Purchase order system and updating the till stock levels.
* To maintain high standards of food hygiene, health & safety and adhering to current licensing laws.
* To provide excellent customer service to all who visit the building
* Assist in the training of front of house staff, both at induction and on a rolling basis to ensure the highest customer service standards are maintained at all times, giving a warm and welcoming environment to all customers and visitors.

**General Information**

Theatre Royal Windsor is an exciting and thriving regional theatre and is proud to be the only unsubsidized producing theatre to operate all year round in Britain. The theatre hosts a busy programme of shows and events focusing on drama and musicals, supported with live music comedy and dance. The auditorium seats 633 and the building is grade 2 listed.

Theatre Royal Windsor is operated as part of Bill Kenwright Ltd. One of the largest commercial theatre producers in the UK. The theatre produces and opens a large number of Bill Kenwright touring productions, in addition to its own in-house productions and the annual pantomime.

Theatre Royal Windsor is keen to ensure that we actively engage with all residents and visitors to the area and is developing a new outreach and education programme and more diverse offer at the theatre.

The business plan aims to position the theatre as a key cultural hub that aims to meet its vision statement:

“To provide a first-class regional theatre that is recognised nationally, that produces and presents a core programme of drama and theatre for all residents and visitors to the Windsor area. Acting as a key cultural hub, encouraging participation and engagement with performing arts and supporting the development of staff, artists and audiences.”

We would like to see this role expand and progress alongside the expansion and progression of our education, outreach and artistic programme.

**Responsibilities Include:**

1. Ensure all bar and coffee are kept tidy and clean, that information and correct leaflets and brochures are available to customers, and all staff are fully briefed and motivated on the current programme of performances, events and experiences (including ancillary upsell items).
2. To ensure the bars and coffee shop are open and ready for business on time, delegating tasks to team members to ensure all maintenance and procedures are followed correctly.
3. To create all front of house stock orders and receive all deliveries, ensuring appropriate stock rotation and storage.
4. To ensure all daily paperwork is completed and stored correctly for all internal and external inspections.
5. Ensure staff meet the standards of the bars, addressing and correcting bad practice as and when required
6. To ensure all stock levels are accurately monitored and all wastage is promptly recorded following correct procedures.
7. Monitor new members of staff for their first few shifts and report back to the managers any areas where refresher training may be needed.
8. To have a full understanding of the license, and to ensure your team understand it too, adhering to it at all times
9. To take up one Duty Manager shift per week included in the 30 Hours, as well as the potential for overtime Duty Management shifts, for example Holiday Cover.
10. Any other duties appropriate to the post and under the Equalities Act with due consideration to any employees with a “protected characteristic” and within the framework of equal opportunities.
11. Lead on creating a culture of pride in the workplace by always ensuring clean and well-presented public and office spaces within the building.

**Personal Development:**

1. Ensure personal mandatory training is up to date
2. With the help of the management team, review own work against the requirements for the role and identify any development areas
3. Alongside the management team, identify areas where the department can expand and improve, taking on additional training and developing new skills required for department expansion.

**PERSON SPECIFICATION**

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| --- | --- | --- | --- |
| **Position Title:** | **Front of House Supervisor** | **Date Prepared:** |  |
| **Department:** | **Front of House** |  |  |

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| **AF= Application Form** **I = Interview T= Test** |

|  | **REQUIREMENTS** | **Essential** | **Desirable** | **Assessed** |
| --- | --- | --- | --- | --- |
| **1.** | EXPERIENCE AND KNOWLEDGE |  |  |  |
| 1.1 | Experience of working in a bar | ✓ |  | **AF/T/I**  |
| 1.2 | Barista experience |  | ✓ | **AF/T/I** |
| 1.3 | Proven accurate cash handling experience | ✓ |  | **AF/I** |
| 1.4 | Experience of leading or supervising a team in a busy customer service environment |  | ✓ | **AF/I** |
| 1.5 | Previous experience working in a theatre |  | ✓ | **AF/I** |
| 1.6 | Demonstrable experience of implementing and undertaking rigid and robust record keeping, cash handling and security checks. | ✓ |  | **AF/I** |
| 1.7 | Excellent tact and skill in dealing with the public with experience of handling complaints and enquiries. | ✓ |  | **AF/I** |
| 1.8 | Demonstrable experience of delivering excellent customer service |  | ✓ | **AF/I** |
| 1.9 | Willingness to work evenings, weekends and public holidays as required. | ✓ |  | **AF/I** |
| **2.** | COMPETENCIES |  |  |  |
| 2.1 | **LEADING AND SUPERVISING**a. Provides others with a clear direction b. Sets appropriate standards of behaviour c. Delegates work appropriately and fairly d. Motivates and empowers others e. Provides staff with development opportunities and coaching  | ✓ |  | **AF/I** |
| 2.2 | **WORKING WITH PEOPLE**a. Demonstrates an interest in and understanding of others b. Adapts to the team and builds team spirit c. Recognises and rewards the contribution of others d. Listens, consults others and communicates proactively e. Supports and cares for others f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses | ✓ |  | **AF/I** |
| 2.3 | **RELATING AND NETWORKING**a. Establishes good relationships with customers and staff b. Builds wide and effective networks of contacts inside and outside the organisation c. Relates well to people at all levels d. Manages conflict e. Uses humour appropriately to enhance relationships with others | ✓ |  | **AF/I** |
| 2.4 | **ANALYSING**a. Analyses numerical data, verbal data and all other sources of information b. Breaks information into component parts, patterns and relationships c. Probes for further information or greater understanding of a problem d. Makes rational judgements from the available information and analysis e. Produces workable solutions to a range of problems f. Demonstrates an understanding of how one issue may be a part of a much larger system. | ✓ |  | **AF/I** |
| 2.5 | **DELIVERING RESULTS AND MEETING CUSTOMER EXPECTATIONS**a. Focuses on customer needs and satisfaction b. Sets high standards for quality and quantity c. Monitors and maintains quality and productivity d. Works in a systematic, methodical and orderly way e. Consistently achieves project goals  | ✓ |  | **AF/I** |
| 2.6 | **ADAPTING AND RESPONDING TO CHANGE**a. Adapts to changing circumstances b. Accepts new ideas and change initiatives c. Adapts interpersonal style to suit different people or situations; d. Shows respect and sensitivity towards cultural and religious differences e. Deals with ambiguity, making positive use of the opportunities it presents  | ✓ |  | **AF/I** |
| 3 | **EDUCATION AND TRAINING** |  |  |  |
| 3.1 | A minimum of 3 GCSE grade A\*-C passes, including in English and Mathematics. | ✓ |  | **AF** |
| 3.2 | A Degree level (or equivalent) qualification in English, Drama, Performing Arts, Media studies or marketing / public relations |  | ✓ | **AF** |
| 3.3 | Fire Marshal Trained |  | ✓ | **AF** |
| 3.4 | First Aid at Work qualification |  | ✓ | **AF** |
| 3.5 | SIA Door Supervisor License Holder |  | ✓ | **AF** |
| 3.6 | Level 2 Food and Hygiene Certificate |  | ✓ | **AF** |