

# GREENWICH THEATRE

## Front of House Manager - JOB DESCRIPTION

### OVERVIEW

#### Key Objectives

- ◆ To maintain a friendly and safe FoH environment for all theatre visitors and staff.
- ◆ To give strong and effective management of the Customer Service and Sales Team.
- ◆ To recruit and manage a team of FoH volunteer ushers.
- ◆ To control and report on costs and sales (staff and stock control)
- ◆ To duty manage an average of 6 performances a week.

#### Staff Responsibilities

- ◆ Responsible for: Customer Service and Sales Team, 6-10 people, part-time Duty Manager
- ◆ Reporting to: Commercial Director.

#### Main Duties

##### Front of house [aprox 30 hours per week]

- ◆ To act as the Theatre Licence holder's nominated representative when duty managing FoH.
- ◆ To duty manage an average of 6 (lower when dark, more during panto) front of house performance shifts per week including all performances Friday to Sunday
- ◆ Manage the front of house team to ensure compliance with the company health and safety policy, fire safety practices, customer service policies.
- ◆ To be responsible for accurate cash reconciliation of bar and kiosk sales at the end of each performance.
- ◆ To be responsible for all stock, cash and company properties while on duty.
- ◆ To uphold and enforce the relevant terms of the Theatre Licence as set down by the local authority (Greenwich) with reference to the health, safety and comfort of all members of the public within Greenwich Theatre.

##### Administration [aprox 5 hours per week]

- ◆ To recruit part time FoH staff when necessary and maintain records for: attendance, sickness, holiday, etc.
- ◆ To control stock levels and order appropriate stock for bar and kiosk
- ◆ To devise effective rotas and complete the weekly Customer Service and Sales team payroll spreadsheet.
- ◆ To complete the FoH sales / recharge sheet in the show contra reports
- ◆ To liaise with visiting company managers and provide detailed information to all departments on performance related issues. (daily show report)

#### Person Specification

We are looking for:

A confident and self motivated person with experience in a management role, ideally within a theatre or arts venue.

He/She will be computer literate, able to use: Microsoft Outlook, Word, Excel and Explorer. Experience of using financial spreadsheets, reports and strategic plans would be desirable.

He/She will have excellent financial skills and a proven track record in sales management and client relations.

The successful candidate will have experience of successfully recruiting and managing a small team of staff. Ideally, but not essential, the candidate will have experience in recruiting and managing volunteers.

Working as part of a small team the candidate will be expected to have an open and constructive attitude to all areas of the Theatre operation and be willing to take part on every level.

First Aid Qualification is desirable but training can be given.

- Hours:** 35 hours per week, as required by the performance schedule but to include all shows that take place Friday to Sunday. Any hours worked in excess of 35 will be given as Time Off In Lieu.
- Salary:** **£21,000pa, rising to £23,000 after 6 month probation period**
- Holiday:** 25 Days per year pro rata, taken when the operational requirements of the Theatre allow.  
(i.e. no holiday during the very busy pantomime season)
- Term** This is full time permanent position.

### **Application Process**

Candidates should complete the Application form and Equal Opportunities monitoring form and return them to the theatre by midday **Monday 21<sup>st</sup> January 2019**. No other material should be submitted.

Application forms can be submitted by **email** or **post** to:

Simon Francis  
Greenwich Theatre, Crooms Hill, Greenwich, London SE10 8ES

[s.francis@greenwichtheatre.org.uk](mailto:s.francis@greenwichtheatre.org.uk)

Successful candidates will be invited for interview on Thursday 24<sup>th</sup> January 2019  
The appointment is subject to a 6 month probation period and DBS check.