**Job Description**

# Front of House Manager (Job Share – Part Time, 30 hours per week)

Evenings and Weekends.

Purpose of the job:

Working closely with the Visitor Services Manager and the Exeter Phoenix Box Office and FOH team to manage the smooth and safe running of performances, screenings, music and late-night DJ events. This is a job share with hours on a rota basis, wherever possible allowing for 2 weekends off a month but with flexibility at busy times and including holiday cover.

**Principal Duties:**

* To manage the smooth and safe running of performances, screenings, music and late night DJ events.
* To provide a warm, welcoming and efficient service to the public, artistes, tutors and promoters using Exeter Phoenix
* To supervise FOH stewards and door staff throughout the evening.
* To work closely with the Duty Bar Manager during events to ensure customer satisfaction and safety.
* To be the Responsible Person in charge in the event of building evacuation.
* With the Box Office Manager and Visitor Services Manager, to manage the Box Office functions effectively and efficiently.
* To work with the Visitor Services Manager and Marketing department to ensure delivery of cohesive information and image to the public.

**Specific Duties:**

## Front of House Manager

**Job Description**

* Care and supervision of the public, artists/performers and promoters before, during and after performances/events.
* To comply and ensure others comply with the venues Health and Safety and other policies, ensuring that the necessary safety checks and daily checks are carried out and any incidents reported.
* To work with the bar management team and staff ensuring licensing requirements are adhered to during events.
* To deal with customer feedback and questions quickly, confidently, effectively and appropriately and to pass customer feedback information to the Visitor Services Manager.
* The FOH Manager represents the venue to its audience and its artists/performers and their prime responsibility is to ensure their comfort enjoyment and safety.
* To be caring, considerate and welcoming.
* To oversee security and evacuation procedures during events.
* Responsible for the management and care of FOH Volunteers and develop the volunteers scheme.
* To hold pre show steward briefing session, ensuring all front of house
* Volunteers and Security and Bar staff are well informed at all times.
* To source and book cloakroom attendants for events and to keep up to date records and event file information.
* Locking up the building and adhering strictly with close down procedures.
* Being a Key holder and the responsible call out person in the event of alarm activation.
* Working with the Visitor Services manager and other team members to ensure the highest quality of customer care.
* To contribute and be proactive in ensuring that Exeter Phoenix is an accessible welcoming and inclusive venue.
* To attend day time team meetings where appropriate.
* To ensure that the catering requirements of visiting artistes are met and that backstage areas are clean and presentable.

**Person specification:**

**Front of House Manager**

# E = Essential, D = Desirable

**Knowledge**

|  |  |
| --- | --- |
| * A working knowledge of Health and Safety Practices
 | E |
| * Experience of working in an events environment
 | E |
| * A working knowledge of SPEKTRIX (or similar ticketing system)
 | D |
| * An understanding and knowledge of the arts
 | D |
| * An awareness of the workings of national and local government
 | D |
| * An understanding of a variety of communication methods.
 | D |

**Skills**

|  |  |
| --- | --- |
| * Outstanding commitment to customer care.
 | E  |
| * Excellent communication skills
 | E |
| * PC literate
 | E |
| * Ability to develop strong relationships with key contacts
 | E |
| * Ability to set and prioritise objectives and monitor and evaluate the achievement of targets
 | E |
| * Numeracy skills
 | E |

# Experience

|  |  |
| --- | --- |
| * At least 18 months experience working a managerial/supervisory position.
 | E |
| * First Aid qualified
 | D |
| * Customer service experience
 | E |
| * Experience of working within the events sector
 | E |
| * Experience of working within the arts/events sector
 | D |

**Personal Qualities**

|  |  |
| --- | --- |
| * A keen interest in and knowledge of the arts/live performance
 | D |
| * Positive and Proactive
 | E |
| * Ability to work in a team and to participate in its development
 | E |
| * Highly motivated with a willingness to take responsibility
 | E |
| * Ability to work under pressure
 | E |
| * Highly organised
 | E |
| * Ability to use initiative
 | E |
| * Attention to detail
 | E |
| * Happy to work evenings and weekends
 | E |

**Qualifications**

|  |  |
| --- | --- |
| * Arts/Events based qualification or related discipline
 | D |

**Terms**

* Hours – 30 hours per week Evenings and Weekends.
* Salary - **£19,885**
* Holiday – **24 Days**

(Please note that Holiday must be agreed with the Visitor Services Manager and taken at quieter times particularly in the summer months and that you will need to work some Bank Holidays).