



Position:	Front of House Supervisor
Reports to:	Front of House & Events Manager
Responsible for:	Allocated Front of House Assistants Casual Bar Assistants/Volunteer Stewards
Salary Band:	£25,387
Hours:	37 hours per week, includes evenings and weekends
Location:	Corn Exchange Newbury - Our other premises at Greenham Business Park on occasion
Holiday entitlement:	20 days per annum, rising by one day per year to a maximum of 25 days, plus bank holidays

OVERVIEW

The Corn Exchange operates with a team of up to four Front of House Supervisors who, along with the Front of House and Events Manager, ensure the smooth running of all the Trust's front of house activities including the box office, the café and bars, the front of house delivery of live performances, films and events, and external hires and services.

Our Front of House Supervisors are multi-skilled, working across the job description as a supportive team, and each leading on area of responsibility and administration – Box Office, Café & Bars or Volunteer Stewards – alongside managing in the incoming events and visitors

As a Front of House Supervisor, you will be leading a team of Front of House Assistants, casual assistants and volunteers. You will line manage, train and motivate them, creating a knowledgeable and enthusiastic team.

The Corn Exchange sits at the heart of the local community and we want to give a warm welcome to all, ensuring an excellent experience from the moment they first book their ticket or come into the building. We are looking for passionate and creative team members who will work with our Front of House and Events Manager to enhance the audience experience in line with our Audience Commitments, increase footfall and sales through offers and events, support fundraising activity and ensure the whole of the Front of House area is presentable and efficient.

If you love working as part of a team and providing excellent customer service to the general public; have the ability to take a lead on areas of work; and thrive in a fast-paced environment, this could be the perfect role for you.

Training on all systems and processes will be provided.

Main responsibilities:

- Supporting the Front of House & Events Manager in working to business objectives, action plans and targets, taking a proactive lead on any delegated key areas of responsibility
- To plan your shifts, organise your team and ensure the smooth running of all front of house activities, with a customer focused approach in all decision making
- Managing and motivating the team responsible for delivering all front of house functions and ensure a consistent and excellent approach to customer service
- To work closely with the Front of House team to achieve sales and fundraising targets
- Providing a welcoming atmosphere to artists, visiting companies and the general public
- To recruit, train, support and motivate a core team of casual assistants and/or volunteers

Main Duties**Operations**

- Ensuring the safety and security of the Corn Exchange Trust's buildings
- Ensuring front of house and rear of house areas are presentable and ready to open at the designated times, for the comfort of our artists and audiences
- Ensuring that health, safety and security procedures are followed (training provided)
- To complete and distribute daily reports for all events including the reporting of any maintenance issues
- Leading in the event of anything unexpected, for example: Evacuation, first aid incident and liaison with security personnel as required.

Sales

- Working with Front of House and Events Manager on the planning and reporting of activity
- To maximise every opportunity to up-sell and ensure every sales enquiry is promptly followed up or passed to the appropriate person
- To promote our charitable activity and increase donations and memberships
- Using the Spektrix booking system to best effect for ticket/event sales, fundraising and collection of customer data
- To sell or serve at other sales points, in other venues, as required

Customer Service & Audience Experience

- Demonstrating and maintaining consistently excellent standards of customer service to visiting audience and companies
- To ensure a customer orientated approach to all decision making from the front of house team
- To run front of house and show arrangements for live shows and films, liaising with backstage/visiting company staff to manage flow of audiences
- Brief, motivate and coordinate the front of house staff and volunteer stewards, to provide the best customer service possible

- To work with the Front of House & Events Manager to consider ways to improve our service and enhance the audience experience, including with seasonal/show related activity and décor
- Ensuring that all activity is well promoted, all information and signage is up to date, menus with allergens are clearly visible and that all areas are suitably presented and welcoming

Kitchen café and bars

- Supporting the Front of House & Events Manager to ensure smooth running of the café, bar, kitchen and service to the seating areas
- Supporting training of staff to ensure food and drink is prepared with a consistently high standard of presentation, service, hygiene and cleanliness at all times
- Ensuring the kitchen, café and bars are kept clean and tidy, utilising the cleaning schedules and recording logs
- Ensuring processes are followed and checks are completed to remain compliant with health and safety and food hygiene legislation (training provided)
- To use the systems in place to monitor, order and control all stock levels and oversee waste reduction and accurate waste recording

Box Office & Administration

- Alongside the Programming Assistant, support where necessary the accurate set-up of shows and merchandise on Spektrix (including theatre plans, ticket formats, pricing and online sales)
- To lead on problem solving or last-minute changes in Spektrix or customer communications
- To lead on the administration of Access membership, responding to enquiries and ensuring an excellent booking and visitor experience and to keep abreast of good practice and technological updates relating to Accessibility
- Managing an efficient schools/groups booking process, particularly for panto
- Ensuring any ordering is in line with budgets liaising with the budget holder
- To oversee all cash handling procedures, including settling of commission sales with visiting companies
- Producing system reports for management/executive teams, agency and hire customers as required
- To ensure compliance with Data Protection/GDPR and Card Industry Compliance in relation to the capture/storage of customer data
- To ensure information is gathered to fulfil PRS obligations

Volunteers

- Recruit, provide induction and manage the volunteer stewards' team
- To ensure that all Front of House staff and volunteers have a good knowledge of the programme
- Maintaining regular communication with volunteers; ensuring stewards feel informed, trained and motivated and enabling a friendly support network
- To create and manage the rota for volunteer stewards, ensuring appropriate and efficient levels are maintained at all times

Management

- Line manager allocated Front of House Assistants
- To ensure clear and effective communication and administration systems are in place for the front of house team and volunteers
- To work with the Front of House & Events Manager to ensure that all Front of House staff and volunteers maintain a high standard of personal presentation
- Supporting the Front of House & Events Manager to develop and implement training and induction programmes for front of house staff and volunteer stewards

Additional Requirements

- To demonstrate a commitment to the Corn Exchange Trust's core values
- Publicly represent the Corn Exchange Trust in a prepared and professional manner, and to maintain confidentiality as appropriate
- To undertake any other duties which may reasonably be requested

Please note that this is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and the line manager from time to time.

Person Specification

Essential:

The successful candidate will:

- Have a good understanding of principles of customer service and a polite and confident manner
- Demonstrate excellent communication skills with audience, artists, colleagues and volunteers
- Be able to multitask, adapt to different scenarios and act calmly in potentially difficult situations and a fast paced environment
- Be computer literate (training to be given on specific software)
- Have excellent organisational ability, good time-management and a pro-active positive attitude
- Be a team player, able to manage responsibilities whilst working alongside other Front of House Supervisors

Additional Benefits

- 20% discount in café and bar
- Free theatre, film and exhibition tickets for the Corn Exchange & The Base
- Free access to our small car park
- A day off for your birthday
- A day off for Wellbeing activity

We offer training to our staff members to help them develop and progress and have a strong focus on wellbeing within the organisation. There is the opportunity to join one of our staff working groups – Environmental Action, Equality & Diversity, Fundraising, and Wellbeing.