Position:	**Front of House Supervisor**
Reports to:	**Front of House & Sales Manager**
Responsible for:	**Allocated Front of House Assistants** **Casual Bar Assistants/Volunteer Stewards**
Salary:	**£26,300**
Hours:	**37 hours per week, includes evenings and weekends**
Location:	**Corn Exchange, Market Place, Newbury.** **You may be required to work at our other venues of 101, The Base, the Old Library and other venues as appropriate, as part of your normal working week**
Holiday entitlement:	**20 days per annum, rising by one day per year to a maximum of 25 days, plus bank holidays** **Plus birthday off and 1 wellbeing day per annum**

OVERVIEW

The Corn Exchange is a multi-venue arts organisation which presents a wide range of artistic work and creative activity throughout the year, both at its Newbury-based venues and in the wider community in West Berkshire.

The Corn Exchange operates with a team of Front of House Supervisors who, along with the Front of House and Sales 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. 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. You will work as a duty manager, ensuring the smooth and successful operation of our events as part of a shift rota, able to work confidently and with initiative.

The Corn Exchange sits at the heart of the local community and we want to give a warm welcome to all, ensuring a memorable 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 Sales Manager to enhance the audience experience with a warm, efficient and friendly service, increase footfall and sales, support fundraising activity and ensure the team is the friendly face of our venues.

Main responsibilities:

- Support the Front of House & Sales Manager in working to business objectives, action plans and targets, taking a proactive lead on any delegated areas of responsibility
- Work closely with the team of supervisors, working collaboratively to ensure good communications and smooth working processes
- Act as Duty Manager, at our venues, as needed within the shift rota. 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
- Work closely with the Front of House team to achieve sales and fundraising targets
- Provide an excellent and welcoming atmosphere to artists, visiting companies and the general public
- Recruit, train, support, motivate and line manage a core team of assistants and/or volunteers

Main Duties:

Operations

- Ensure the safety and security of the Corn Exchange Trust's buildings
- Ensure 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
- Ensure that health, safety and security procedures are followed (training provided)
- Complete and distribute daily reports for all events including the reporting of any maintenance issues
- Oversee, as required cash handling, commission settlements and reporting
- Ensure compliance with Data Protection, GDPR and Card Industry Compliance
- Ensure information is gathered to fulfil PRS obligations
- Work within effective communication and administration systems

Sales

- Work with Front of House and Sales Manager on the planning and reporting of activity
- Maximise every opportunity to up-sell and ensure every sales enquiry is promptly followed up or passed to the appropriate person
- Promote our charitable activity and increase donations and memberships
- Use the Spektrix booking system to best effect for ticket/event sales, fundraising and collection of customer data
- Communicate plans and support training and motivation of staff to actively promote all services and increase spend per head for all audiences/visitors
- To sell or serve at other sales points, in other venues, as required
- To understand departmental budgets and support activity to enable targets to be met
- Review reports and data and support discussion and action

Customer Service & Audience Experience

- Demonstrate and maintain consistently excellent standards of customer service to artists, visiting companies and public visitors
- Ensure a customer orientated approach to all decision making from the front of house team
- 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

- Work collaboratively with the Manager and supervisors to consider ways to improve our service and enhance the visitor experience and to review customer feedback and make improvements
- Ensure that all activity is well promoted and all information and signage is up to date and clearly visible; that all areas are suitably presented and welcoming

Kitchen café and bars

- Support the smooth running of the café, bar, kitchen and service, ensuring consistently high standard of presentation, service, hygiene and cleanliness at all times
- Ensure the kitchen, café and bars are kept clean and tidy, utilising the cleaning schedules and recording logs and support where necessary support ordering/ restocking
- Ensure processes are followed and checks are completed to remain compliant with health and safety and food hygiene legislation (training provided)
- Manage the kitchen, prep and service as required, including evenings and weekends

Box Office & Administration

- Use Spektix to facilitate box office sales and donations, ensuring an excellent booking and visitor experience and maintaining accurate records in line with training
- Support where necessary accurate event set up, problem solving, group enquiries, membership and accessibility support within Spektrix
- Lead on problem solving or last-minute changes in Spektrix or customer communications
- Ensure all enquiries, whether that's accessibility needs, group bookings or hire enquiries are dealt with promptly; that action can be seen/monitored by the rest of the team and enquiries are forwarded to relevant staff to action

Management

- With the Front of House and Sales Manager, support, train and line manage Front of House Assistants, working closely with the other Supervisors
- Ensure that all Front of House staff and volunteers have a good knowledge of the programme
- Lead in the event of anything unexpected, for example: Evacuation, first aid incident and liaison with security personnel as required.
- Contribute to, and circulate if required, shift/show reports and reporting of any incidents or maintenance issues.
- Ensure and follow clear and effective communication and administration systems in place for the front of house team and volunteers
- Support the training and management and regular communication with volunteers; ensuring stewards feel informed, trained and motivated and enabling a friendly support network
- Review and support rota for volunteer stewards and casual staff, ensuring appropriate and efficient levels are maintained at all times

Additional Requirements

- To demonstrate a commitment to the Corn Exchange Trust's core values
- To support the implementation of the Trust's access, wellbeing and equity and inclusion programmes
- To publicly represent the Corn Exchange Trust in a prepared and professional manner, and to maintain confidentiality as appropriate
- To work evenings and weekends as necessary
- 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 faced 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, Equity & Diversity, Fundraising, and Wellbeing.

AI in Applications

We recognise that candidates may choose to use artificial intelligence (AI) tools to support the preparation of their job applications. When used appropriately, AI can be a helpful aid in structuring responses, checking clarity, and improving presentation.

However, applications must reflect your own skills, experience and understanding. If an application appears to rely excessively on AI-generated content, it may not meet the required standard and could be rejected.

We encourage all applicants to ensure their submissions are authentic, tailored to the role, and clearly demonstrate their own knowledge, experience and suitability.