

Job Description

Front of House Manager

Evenings and weekends.

Responsible to: Visitor Services Manager

Purpose of the job: Working closely with the Visitor Services Manager and the Exeter Phoenix team to manage the smooth and safe running of performances, screenings, music and late night DJ events.

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, performers, guests, tutors and promoters using Exeter Phoenix
- To supervise FOH stewards and door staff/Security throughout the evenings
- 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 Supervisor 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:

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- Care and supervision of the public, artists/performers and promoters before, during and after performances/events.
- To comply with 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 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 sessions, 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 to, and be proactive in ensuring that Exeter Phoenix is an accessible, welcoming and inclusive venue.
- To attend day time team meetings.
- To ensure that the catering requirements of visiting artistes are met and that backstage areas are clean and presentable.
- To ensure during late night /DJ club events that the building is monitored at all times by the security team and customers and the building are safe and clean and to report any incidents to the Visitor Services manager.

Person specification
Front of House Manager

E = Essential, D = Desirable

Knowledge

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| 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 of a variety of communication methods. | D |
| An understanding and knowledge of the arts | D |

Skills

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| Outstanding customer care | E |
| Excellent written and verbal communication skills | E |
| Ability to react and adapt to varying situations / events. | |
| 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

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| 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/hospitality sector | E |

Personal Qualities

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| 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, weekends and late nights. | E |

Qualifications

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| Events/hospitality based qualification or related discipline | D |
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Terms

Hours – 30 hours per week Evenings and Weekends. Hours are reviewed regularly and may increase to full time.

£17,000 - £18,500 per annum pro rata depending on experience

Holidays –24 days pro rata

(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).