

Front of House Supervisor

Purpose

To supervise the Front of House areas of the Shaftesbury Theatre, including the auditorium, foyer and other front of house spaces. The supervisors report to the Head of House Management, or their delegated deputy on all matters. A visit to the theatre, for most, is a significant event and our Front of House Supervisors have a vital role in representing both the Theatre and Production to ensure that this experience is exceptional.

Duties

- To provide, and encourage others to provide, exceptional customer service to all those visiting to the venue
- To be a first point of contact and escalation for any customer feedback, ensuring, that where necessary, it is solved
- To provide a safe and welcoming environment to anyone visiting the theatre
- To play an integral part in any emergency procedures (including drills) within the theatre
- To support Front of House staff throughout their shift, ensuring they are in position and have the relevant information
- To consistently maintain the highest standards of Customer Service in accordance with the Theatre's Customer Care guidelines and the policies and aims of the Company.
- To work collaboratively with other departments within the Theatre to exceed our guest's expectations
- To work in close liaison with the House Manager in managing and delivering the requirements of each production and others events at the Theatre.
- To communicate effectively and escalate any relevant information to the manager on duty
- To operate in accordance with the Front of House department's operational manual to always ensure efficient and effective operational procedures. Such procedures should comply with Licensing, Hygiene and Fire regulations.
- To comply with the Company's Electronic Communications and Data Protection policies.
- To always comply with the Shaftesbury Theatre's Equal Opportunities and Health and Safety Policies.

Person Specification

- Previous experience working in theatre, hospitality or events
- Exceptional customer service skills
- Ability to lead and motivate a team
- Ability to work under pressure and prioritise
- Ability to take initiative and come up with innovative solutions
- A flexible approach to working patterns
- Good social and interpersonal skills
- A good team player

Rate of Pay: £13.38 per hour

The current performance schedule is evening shows Monday through to Saturday with afternoon performances on Friday and Saturday. We regularly have additional Sunday performances which are available to pick up in addition to your standard hours.

Deadline for applications: Friday 6th January 2023