

Front of House Manager

The Bush Theatre www.bushtheatre.co.uk is looking for an enthusiastic, organised and experienced Front of House Manager to work closely with the General Manager and the front of house teams to ensure a friendly, welcoming, professional, efficient and accessible service to all visitors. They will be responsible for the safe, smooth and efficient day to day running of the Bush Theatre's front of house operations as well as the identification and implementation of long term strategies for front of house management development.

How to apply

This pack contains the Front of House Manager job description, person specification and equal opportunities form.

To apply for the post please provide a CV and covering letter detailing your suitability, match to the person specification and reasons for applying for the post.

Email your covering letter, CV and equal opportunities form to:
Carla Morris, jobs@bushtheatre.co.uk

Alternatively you may post your application to
Carla Morris
Bush Theatre
7 Uxbridge Road
Shepherds Bush
London
W12 8LJ

Deadline for applications is **noon on Friday, 20 February 2015.**

Interviews will take place on Monday, 2 March 2015.

Front of House Manager Job Description

Job Title:	Front of House Manager
Reporting to:	General Manager
Responsible for:	Duty Managers, Ushers and Cleaning contractors

The Bush Theatre

After nearly 40 years in residence over a pub on Shepherds Bush Green, we moved into the Old Library in Shepherds Bush in October 2011. Our new home has a flexible 150 seat theatre, two rehearsal/performance studios and a welcoming café-bar.

Under the leadership of Artistic Director Madani Younis, The Bush Theatre is committed to presenting a programme of new writing which speaks to and reflects contemporary society in all its diversity.

We continue to explore the potential of our new space, with an aim to reflect our mission to create theatre for today's London.

Purpose of the Job

The Front of House Manager is responsible for the smooth and efficient day to day running of the Bush Theatre's front of house operations as well as the identification and implementation of long term strategies for Front of House management development. They lead and develop the team of casual duty managers and ushers, in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences, visitors and staff. Alongside the Box Office Supervisor, Café Bar Manager and Events Manager, they take a lead role in maintaining excellent customer services.

The Front of House Manager works closely with other departments within the company including marketing, development, box office, café bar and events.

Duties and Responsibilities

Front of house operations

- To be responsible for the day to day management of the front of house.
- To take lead operational responsibility for the safety and security of the building, ensuring that systems and procedures for security are followed at all times and that correct opening up and locking up procedures are followed.



- Create and implement incident plan procedures for each performance in consultation with the General Manager and the Production Manager.
- Implementing the correct emergency and evacuation procedures for the building.
- To assist the General Manager in developing and refining incident plan and safety procedures.
- To act as duty manager as required for a minimum of three evenings per week and during key performances and events as required.
- To lead in the ongoing development of the Duty Managers' handbook and to ensure that procedures to support compliance to licensing, safety or other legislation are carried out.
- To ensure, on a daily basis, that there is an efficient and informative hand-over from the day time Duty Manager to the evening.
- To produce and distribute daily operational reports.
- To act as a key-holder and to be on the emergency call-out list.
- Ensure that the building conforms to and exceeds Accessibility and Health & Safety requirements, and is clean and tidy at all times, recognising opportunities for improvement.
- To carry out regular checks ensuring all spaces, internal and external and including the garden, all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not.
- To oversee the management of the cleaning contract, liaising with the contract supplier and to ensure standards of cleaning the building and its environs are maintained.
- To assist the General Manager in implementing all environmentally sustainable initiatives including management of the waste and recycling contracts.
- Work closely with other departments to ensure the theatre and all events operate smoothly and efficiently.
- To lead in the welfare of the theatre's two cats.

Staff Management

- To lead the front of house team, communicating effectively to ensure the smooth running of the front of house operation with a motivated staff team.
- To be responsible for the recruitment, induction, development and training, supervision and line management of front of House staff.
- To ensure that all front of House staff have adequate and appropriate training to include: customer service, access, health & safety.
- To be responsible for drawing up staff rotas, ensuring that the front of house is adequately staffed at all times with duty managers and ushers.



- To provide accurate wage information for front of house staff to the Finance Manager.
- Ensure FOH staff maintain and deliver a high standard of appearance and customer service.

Customer Service

- To work closely with other members of staff especially the Box Office Supervisor & Café Bar Manager to develop and maintain a coordinated approach to customer care for The Bush and to ensure that all front of house staff understand and are fully committed to this approach.
- Work with the Box Office Supervisor and Café Bar Manager to ensure that the public areas of the building and Garden are always presented in the best way possible in terms of cleanliness and general maintenance.
- To provide excellent customer care and high standards of service to all visitors to the Bush Theatre, actively contributing to the Bush Theatre's policy of providing a friendly, welcoming, professional, efficient and accessible service to all visitors, including those with disabilities.
- To deal with all matters raised by members of the general public visiting the building and when necessary, follow the Bush's procedures when issues or complaints are received by the organisation.

Health and Safety

- To abide by and promote the theatre's health and safety policy in conjunction with current health & safety legislations, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures.
- Work closely with the General Manager and Production Manager to develop and implement risk assessments.
- Ensure that all FOH staff are familiar with the theatre's fire evacuation procedures and that staff receive regular fire awareness training and take part in regular fire drill practice, carry out daily checks and keep records up to date.
- Liaise with staff to ensure that all users of the building including our resident productions and visiting companies receive safety and building inductions and are fully versed in building procedures and fire and evacuation procedures.
- Be a first aider on behalf of the Bush Theatre.
- To keep accident records and appropriate first aid supplies

Income Generation

- To work with the Marketing, Development and Events teams to ensure that the Box Office staff are fully briefed and have a comprehensive knowledge of upcoming shows and events, as well as membership and supporters schemes

and can ensure the effective promotion of opportunities and availability of information for customers.

- To assist in the implementation of appropriate sales approaches for each event and contribute towards the promotion of special offers.
- To work closely with the Development team in the delivery of galas, supporters evenings and cultivation events.
- Work closely with the Events Manager in the coordination and delivery of all hires and events, including customer liaison, event management and ensuring high standards of presentation and customer care.

Café Bar and Box Office

- To be trained in the use of our ticketing system and to provide occasional cover.
- To be trained in bar procedures and provide occasional cover.
- To ensure that promotional materials are current and regularly refreshed.
- To ensure that merchandise stock levels are monitored and maintained.

Other Duties

- To keep up to date with developments in front of house management.
- Attend read-throughs, sharings, Preview, Press and Supporters Nights and other Bush Theatre events as required
- Attend regular Company meetings and Operations meetings
- Actively develop and implement green policies and practices for the department
- Adhere to, and actively contribute to, Bush Theatre policies, including Equalities (diversity, access, equal opportunities), Environmental and Health & Safety.
- To maximise income and minimise expenditure wherever possible, without jeopardising the quality of the work or the reputation of The Bush Theatre
- To act always in the best interest of The Bush Theatre
- Any other duties as reasonably required

Person Specification

Essential

- Proven experience of leading a front of house team in an arts venue.
- Experience in staff supervision
- Excellent proven customer service skills
- Ability to exercise initiative, take personal responsibility and resolve issues independently.
- A positive, solution focused attitude to work.
- Excellent verbal and interpersonal and good written communication skills
- High level of IT literacy (MS Office)
- Good administrative skills with the ability to maintain systems and records

- Knowledge of Health & Safety and licensing law and regulations with experience of implementing and monitoring safe working practices.
- An understanding of access and disability issues
- Strong organisational, time management and prioritisation abilities working effectively under pressure and the flexibility to adapt quickly to demands
- An interest in the arts, learning and leisure industry and an enthusiasm for working in a socially engaged and culturally diverse environment,
- Flexibility in relation to duties and working hours which will include evenings and weekends

Desirable

- A valid first aid at work certificate
- SIA badge holder (Security Industry Authority)
- Previous experience providing a community focused service
- Qualifications in health & safety, fire safety, first aid
- Personal license holder
- Previous experience working in a theatre or arts environment.
- A passion for the Bush Theatre and its work.

Terms

Hours	40 hours per week, working across 5 days to include daytime and regular evening and weekend shifts (including a minimum of 3 evening duty manager shifts a week)
Salary	£20,000 - £22,000 per annum (depending on experience)
Holidays	20 days per annum plus Bank Holidays
Probation	Six Months
Contract Type	Permanent / Full Time
Notice period	1 month during probationary period, 3 months thereafter.

