

CRANLEIGH ARTS

JOB DESCRIPTION

Position:	Event Front of House Manager
Reports to:	Volunteer Coordinator
Responsible for:	Volunteer Event Staff
Contract:	Weekday/Weekend evenings with 1 in 5 daytime Saturday shifts
Employment:	Permanent part-time
Salary:	£12 per hour
Work Location:	Cranleigh Arts
Last updated:	May 2022

Purpose of the role: Cranleigh Arts has a small core staff team. The Event Front of House Manager will join this team to represent Cranleigh Arts and be the main contact when on shift for the public and all performers and hirers when on shift. They will ensure that every performance is run smoothly, with exemplary customer service, to guarantee that the comfort, enjoyment and safety of performers, the public and volunteers are maintained at the highest levels.

The ideal candidate will have proven experience in a customer facing role, the ability to keep calm under pressure, a can-do attitude and experience of supervising volunteers and working as part of a team.

Key Responsibilities:

- To act as Event Front of House Manager for the building on a rota basis, working evenings and weekends.
- To be responsible for the health and safety, when on duty, of the public, hirers, performers and volunteers in the building.
- To undertake the house management of shows, liaise with hirers, performers, volunteers, and technicians in an efficient manner, communicating necessary information by briefing the team before doors open.
- To ensure a welcoming environment to all customers, hirers, performers and volunteers.
- To support and motivate the volunteer team to ensure they deliver a consistently excellent customer service.
- To operate the Box Office, Tea Bar or Bar as required.
- To be confident with cash handling and reconciliation and security/lock up procedures.
- To observe all safety, licensing and first aid procedures.
- To complete a Front of House Show Report after each event and to deal with any incidents or complaints quickly, confidently and appropriately.

- To help ensure each event has a full volunteer team to allow events to run smoothly by checking rotas weekly and liaising with the Volunteer Coordinator to communicate gaps.
- To deal with general enquiries, to be conversant with the diary of events and activities carrying out administrative task as required.
- To attend regular catch ups with line manager
- To be an Ambassador for Cranleigh Arts.

This job description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. Training will be given in box office, tea bar and bar service, evacuation and emergency procedures, first aid and building security.

Person Specification:

Essential:

A passion for excellent customer service.

Previous experience of running a team.

Excellent interpersonal skills and a good sense of humour

The ability to work calmly and effectively under pressure.

A proactive and can-do approach to solving problems in a prompt and independent manner.

Experience of cash handling.

Computer literate for databases, ticket sales and communication.

A flexible attitude to requirements of the role and a willingness to work evenings and weekends.

Desirable:

Experience of working with volunteers.

DBS checked.

First Aid Training.

Terms of Employment:

The position is subject to a three month probationary period.

The notice period is 1 month on either side.

The salary is payable monthly in arrears. Additional shifts will be paid at the same rate.