

FRONT OF HOUSE OPERATIONS MANAGER

Job title	Front of House Operations Manager
Location	The Kenton Theatre, 19 New Street, Henley on Thames RG9 2BS
Position reports to	Theatre Manager
Responsible for	Box Office and Front of House volunteers
Contract type	Permanent
Salary	£14,040 p/a
Hours	18 hours per week
Annual Leave	28 days per annum (pro rata) including Bank Holidays (rising by one day per year of service to a maximum of 33 days)
Probation period	Six months

ABOUT THE KENTON

The Kenton is a charity and stunning Georgian venue which first opened in November 1805 and is one of the oldest working theatres in the UK. Seating 240, the theatre today offers a varied programme of music, drama, dance, talks, comedy and family work and is regularly hired by a number of community groups and private events. Boasting over 230 performances a year with an annual income of £500k.

THE ROLE

We are seeking a Front of House Operations Manager to oversee the smooth running of the Front of House operations alongside the Box Office Manager. This role will involve managing a team of over 100 volunteers who perform the roles of duty managers, ushers, box office assistants and bar staff during performances.

KEY RESPONSIBILITIES

Front of House Management

- Responsible for the day-to-day management of Front of House operations.
- Ensure the Front of House team is motivated to maximise sales and provide high standards of customer service.
- Act as a Duty Manager during at least one performance a week.
- Ensure, on performance days, that there is an informative hand-over to the show team.
- Ensure Front of House team is staffed appropriately, taking responsibility for the recruitment, selection and line management of volunteers in line with the venue requirements and company policy.

- Develop a new volunteer rota system.
- Provide training for Front of House volunteers, both at the induction stage and on an ongoing basis, to ensure high standards are maintained.
- Ensure special events are appropriately staffed and requirements are fulfilled as appropriate.
- Work with the Theatre Manager and other members of staff to ensure that the Front of House volunteers are fully briefed and have a comprehensive knowledge of upcoming shows and events, as well as membership and supporter schemes and can ensure the effective promotion of opportunities and availability of information for customers.
- Responsibly manage any appropriate budgets.
- With the Theatre Manager create a Volunteer Handbook.
- With the Theatre Manager and Theatre Administrator develop a fully comprehensive volunteer training programme
- With the Box Office Manager, manage, promote and sell the theatre's merchandise range and work with the wider team on the pantomime merchandise collection.

Bar and Coffee Bar Management

- Manage the bar and coffee bar, overseeing volunteer staffing, stock, maintenance, cash management and financial reconciliation and technical issues.
- Be trained in bar procedures and provide occasional cover.
- Carefully monitor stock lines, profit margins and wastage in order to maximise profits.
- Develop idea for additional income generation, communicating and implementing development opportunities as appropriate with the Theatre Manager.
- Manage budgets for income and expenditure for the bar and catering operation.
- Control cash handling and reporting of income and expenditure, including banking of cash takings.
- Develop the use of the theatre's EPOS system and provide regular reports from the system including comparative sales reports and ROI on specific initiatives.
- Ensure that appropriate service speeds are achieved and policies relating to service standards and procedures are followed
- Ensure that all relevant legislation (licensing etc) is adhered to.
- Manage accurate cashing-up and cleaning procedures, ensuring that all procedures are carried out at the end of each shift.
- Accept and put away stock, maintain effective stock control, storage, rotation and inventories to minimise wastage.
- Ensure all bar and coffee bar equipment is serviced and maintained in line with the theatre's ongoing maintenance programme.

Health and Safety

- To assist the Theatre Manager and Technical Manager in developing and refining incident plans and safety procedures.
- Abide and promote the Theatre's health and safety policy in conjunction with current health and safety legislation and ensure that all members of the front-of-house team are trained in and comply with emergency and safety procedures.
- Ensure that all FOH volunteers are familiar with the theatre's fire evacuation procedures and that volunteers 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 visiting companies and hirers, receive safety and building inductions and are fully versed in building procedures and fire and evacuation procedures.
- Ensure all volunteers wear appropriate clothing and branded name badges.

PERSON SPECIFICATION

The successful candidate will have:

- Proven experience in leading customer-facing teams and delivering high standard of customer service.
- Bar experience.
- Highly experienced in volunteer management.
- Experience of using a CRM system such as Artifax.
- Experience of cash handling.
- Strong analytical and reporting skills.
- Ability to work independently and with a busy team, and to manage, train and motivate other colleagues.
- Ability to exercise initiative, take personal responsibility and resolve issues independently.
- Excellent verbal and interpersonal communication skills and good written communication skills.
- High level of IT literacy (MS Office).
- Strong attention to detail.
- Good administrative skills with the ability to maintain systems and records.
- Knowledge of health and safety and licensing laws and regulations with experience in implementing and monitoring safe working practices.
- Strong organisational, time management and prioritisation abilities, working effectively under pressure and having the flexibility to adapt quickly to demands.
- A genuine passion for the arts and live events.
- Flexibility in relation to duties and working hours, which will include evenings and weekends.

Desirable skills for the role include:

- Current first aid qualification.
- Personal licence holder

Application Process

Please email a CV and cover letter to: recruitment@kentontheatre.co.uk ensuring that **Front of House Operations Manager** is included in the subject line.

For further information please contact Hannah Jones, Theatre & Board Administrator at recruitment@kentontheatre.co.uk

Deadline for applications: Friday 18 October at 5pm
In-person interviews to take place: w/c 21 October

