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**FRONT OF HOUSE MANAGER**

**RECRUITMENT PACK**

Thank you for your interest in the post of **Front of House Manager**

In this pack you will find enclosed the following information:

* Details about Oldham Coliseum
* Job Description and Person Specification

Please send the completed application form by email to: recruitment@coliseum.org.uk

Or by post to: Recruitment

Oldham Coliseum Theatre

Fairbottom Street

Oldham, OL1 3SW

The closing date is: **10am, Monday 7 June 2021**

Interviews will be held: **w/c 14 June 2021**

**Please note: We don’t accept CVs. Only applications made on the Coliseum application form will be considered for this role.**

Oldham Coliseum Theatre is an equal opportunities employer, dedicated to providing an inclusive and accessible experience for everyone who engages with the theatre. We are Disability Confident Committed. We encourage applications from people of all backgrounds in order to reflect the diversity of our work and communities. All appointments will be made on merit.

If you would like to discuss any of this information, request a printed version, large print or dyslexia friendly application pack, please don’t hesitate to get in touch by emailing [recruitment@coliseum.org.uk](mailto:recruitment@coliseum.org.uk).

Best wishes

**Susan Wildman**

**Chief Executive**

# Context

Oldham Coliseum Theatre is the cultural focus of our community, providing a diverse and exciting programme for everyone through the main theatre, studio and the integral learning and engagement programme. The theatre is one of Arts Council England’s National Portfolio Organisations.

**Productions**

Our goal is to produce high-class theatre that is made in Oldham for and with the people of Oldham, ensuring that the Coliseum is a focus for the cultural life of the town and that the organisation is embedded in its community.

We produce a rich mix of dramas, comedies, musicals, adaptations and modern classics, as well as a hugely popular traditional pantomime. We have a commitment to developing new plays and supporting emerging and established playwrights. The Company has developed its contribution to the national touring circuit as well as making theatre from around the country available to the North West.

The programme features a range of visiting work both on the main stage and in the studio, providing our audiences with everything from new work in its early stages to nationally-renowned productions.

In addition to the main auditorium, the Coliseum has a small studio theatre. The studio programme features a variety of new writing, visiting companies, rehearsed readings and small scale youth theatre productions and is rapidly becoming a recognised destination for emerging artists.

## Learning and Engagement

The Coliseum’s programme of Learning and Engagement activity reaches across Oldham and beyond. Young and older people alike are encouraged to embark on artistic journeys, developing and sharing creative skills.

Participatory work at the Coliseum is central to the strategy of the company. All members of staff contribute to its delivery and it is an essential tool to promote involvement in the arts within an area of traditionally low engagement. It contributes

to the position and reputation of the Coliseum and is a valuable tool for promoting audience development.

**Front of House Manager**

**JOB DESCRIPTION**

**Reporting to:** Chief Executive

**Responsible for:** Duty Managers and all permanent, casual and volunteer Front of House staff; Bar & Events Manager and bar staff; Housekeeping staff

**Place of work:**  Oldham Coliseum Theatre

**Salary:** £26,000 - £28,000

**Hours of work:** There are no set weekly or monthly hours for this position. The contracted hours are annualised on the basis of a 39-hour week worked across five days between Monday and Saturday over a 52-week year (with occasional Sunday working a possibility).

**Holiday entitlement:** 20 days (pro rata) per year rising to 22 (pro rata) after three years’ service

and 25 (pro rata) after five years of service plus public holidays

**Period of** notice: The post will have a three-month probationary period. After the probationary period the post is subject to one month’s notice on either side.

Benefits: Pension, discounted healthcare, travel loans, complimentary tickets, staff discounts and more.

**Pension:** You will be auto-enrolled into a workplace pension scheme operated by NOW Pensions at the statutory level (these contributions are postponed during the probationary period but there is an option for you to “opt in” at this stage if you chose to do so). Alternatively on completion of your probationary period you will be entitled to become a member of the contributory group stakeholder pension scheme. Full details regarding both schemes are available from the Head of Finance.

The Front of House Manager will be a key member of the Coliseum team. They will work closely with Box Office and other colleagues to ensure a consistently high standard of customer experience, and will comply with all company policies.

**Job Title: Front of House Manager**

## CORE PURPOSE

1. To be the face of the Coliseum, providing an inclusive, friendly, approachable welcome and ensuring the comfort and wellbeing of all visitors.
2. To lead a team that ensures the highest standards of customer service and provides a hospitable and safe environment for internal and external customers at all times.
3. To be creative and innovative in finding ways to increase income generation through various ancillary sales opportunities.
4. To be an ambassador for the Coliseum and actively promote the Company’s vision and values.

## MAIN DUTIES AND RESPONSIBILITIES

**Management**

* Act as Duty Manager for performances, events and activities
* Manage and maintain stock control of merchandise, programmes, confectionery and housekeeping supplies
* Be responsible for ensuring correct policies and procedures are followed by all Front of House and Housekeeping staff and volunteers
* Lead on the recruitment, training, support and development of Front of House staff
* Lead on the decision-making process which affects the mid- to long-term strategic planning of the department
* Produce reports as necessary, including show reports and sales analysis
* Support colleagues in other departments to ensure the needs of all customers are met and profit is maximised
* Have a working knowledge of ticketing systems
* Lead and line manage all permanent, casual and volunteer Front of House, Housekeeping and Bar staff ensuring they are capable, motivated and have clear targets for work
* Communicate the high level of customer service required by all staff and ensure these principles are maintained at all times, referring to the objectives of the Customer Care policy
* Schedule staff appropriately to ensure a high level of customer service and to comply with the theatre’s licence
* Develop and manage customer service training, including organising formal meetings and training sessions
* Work with Marketing and Box Office colleagues to receive, log, respond to and monitor all customer feedback, compliments and complaints and ensure these are fed into relevant strategic planning
* Attend relevant events and meetings and ensure information is disseminated to Front of House staff as appropriate.

**Customer Service**

* Ensure that all Front of House areas are safe, clean and tidy
* Be the main point of contact for all Front of House enquiries
* Maintain a smart personal appearance and promote the public brand of the Coliseum
* Monitor service standards and act on opportunities for improvements
* Manage the implementation of Equality, Diversity and Access policies and procedures
* Assist in the delivery of “added value” events which enhance audiences’ experience, such as guest evenings, development opportunities, post-show talks and community-related activities
* With the Box Office Manager, ensure that access requirements are met for each performance
* Welcome visiting companies, liaising with them on merchandise and other FOH matters, taking responsibility for fulfilment of any agreed contractual obligations in the visiting company rider
* Ensure the completion and circulation of a house report for every performance

**Financial Management and Income Generation**

* Support the Chief Executive to deliver and improve on all sales and financial targets
* Implement initiatives at every opportunity to upsell confectionery and other merchandise and to maximise bar sales
* Manage all associated budgets and stock, actively monitoring spend in all areas including stock and merchandise
* Research and propose new product ranges and - when implementation is approved by senior management – introduce and promote new products and liaise with suppliers to ensure competitive prices
* Manage and maintain cash floats and be responsible for daily banking and reconciliation.
* Track and manage staff hours to remain within budget

**Health & Safety**

* As Duty Manager take responsibility for Fire Watch and leading the emergency and evacuation procedures
* Be familiar with all responsibilities outlined in the Health & Safety policy and ensure the requirements of those responsibilities are met
* Ensure compliance with Health & Safety legislation, including all emergency and evacuation procedures, and lead a briefing for Front of House staff before each performance
* Be a designated First Aider, ensuring that there is appropriate level of first aid cover and that relevant first aid kits are kept stocked
* Be a designated Fire Marshal
* Ensure the safety of visitors in the building, completing as necessary Risk Assessments, Accident Reports and daily checks in relation to public areas
* Act as a key holder and be responsible for locking up and maintaining the security of the building and its contents
* Monitor the appearance and fabric of the Front of House areas and take appropriate action to initiate repairs and refurbishment once approved by senior management
* Act as licensee and oversee the theatre’s compliance with its Premises Licence and associated inspections.
* Keep staff updated on all relevant Health & Safety and security issues and ensure they are appropriately trained
* Maintain a good working knowledge of all relevant Health & Safety legislation and good practice in relation to, but not restricted to, the following areas:
  + Risk Assessment
  + Manual Handling
  + Care of Substances Hazardous to Health (COSHH)
  + Provision and Use of Work Equipment (PUWER)
  + Hazardous waste

**Other Duties**

* Advocate and represent the Coliseum both internally and externally
* Undertake any training which may be appropriate
* Ensure Housekeeping procedures conform to legal requirements and Coliseum policies and standards with regards to Health & Safety, Equal Opportunities, Environmental and Customer Care.
* Maintain the confidentiality of all affairs of the Company that should properly remain confidential
* Develop the theatre as a resource for its communities and participate in delivering aspects of the Learning & Engagement programme
* Work in a spirit of co-operation with other Coliseum departments
* Work in a spirit of co-operation with other theatres, visiting companies and stakeholders
* Advise the Chief Executive, at the earliest opportunity, of any difficulty in carrying out expected duties
* Undertake any other duties as are reasonably requested by the theatre management
* Work some unsociable hours, Bank Holidays and weekends as necessary;

**Front of House Manager Person Specification**

**Essential:**

* Minimum of two years’ experience in senior customer service/Front of House roles, ideally in theatre or an arts venue
* Excellent proven customer service skills, with the ability to work pro-actively in a warm, friendly and enthusiastic manner with a wide range of people
* Excellent organisational and time management skills
* Ability to work calmly and effectively under pressure
* Excellent team working skills, with the ability to use own initiative, take personal responsibility and resolve issues independently
* Well presented, articulate, charismatic and dynamic with a positive and enthusiastic attitude;
* Excellent verbal and written communication skills
* Proven experience of line management of staff
* Experience of coordinating, managing and motivating volunteers and staff, and scheduling staff rotas
* Flexible availability and a willingness to work a variety of unsociable hours, including evenings, weekends and bank holidays
* Experience of cash handling and reconciliation
* Highly motivated and proactive in developing ideas and delivering high quality work
* High level of I.T. proficiency, in particular using Microsoft Office
* Good administrative skills with the ability to maintain systems and records
* A commitment to equality, diversity and accessibility
* An interest in the arts, ideally theatre and an enthusiasm for working in a socially engaged and culturally diverse environment
* Knowledge and experience of Health & Safety legislation and evacuation procedures
* Knowledge of and/or experience of dealing with access and disability issues
* Personal Licence holder, or willingness to obtain a Personal Licence
* NOTE: this role may require a DBS check

**Desirable:**

* Experience in front of house and duty manager positions in a theatre or events venue
* Experience in recruitment of volunteers of all ages and from a diverse background
* First Aid training
* Access and disability training
* A passion for the Coliseum Theatre and its work.