

Deputy Front of House Manager – Role Specification

Responsible to:	Front of House Manager / Duty Manager/ Visitor Experience Manager
Responsible for:	Front of House Staff and the Terrace staff
Pay scale:	Up to £13.20ph depending on experience
Hours:	This is a seasonal role that runs March -October

This role is to manage all Front of House staff, the seating of the audience and assisting the performance duty manager in preparing the theatre for the general public.

A key element of this role is to offer friendly and courteous service to customers at all times.

- assist the Front of House Manager/Duty Manager and provide cover for them to ensure the smooth running of performances.
- ensure the audience list is prepared and house seats are allocated appropriately.
- supervise the Front of House Assistants ensuring they are appropriately dressed and have clear instructions for the show.
- ensure all front of house teams are briefed and understand their role and provide excellent customer service.
- manage the seating of audiences before performances in all areas of the theatre.
- manage the audience and public at “opening time”.
- ensure all visitors’ tickets are checked at appropriate points.
- provide customers with information about the Theatre and give relevant directions.
- dealing effectively with members of the public to ensure their safety and that of others while on site.
- understanding how the theatre works during show-time in order to be able to answer questions from the public.
- liaising with the visiting and in house companies as necessary.
- announcing the shows to the audience and any other information messages that might be required.
- deal with any customer complaints, passing them on to the Performance Duty Manager as appropriate.
- problem solve with the assistance of the Duty Manager.
- carry out the required role in the Trust’s Evacuation Policy.
- ensure audience members are seated correctly and do not disturb the performance or performers.
- monitor the audience during the performance, bringing any problems to the attention of the Duty Manager or designated First Aider.
- ensure any litter is cleared at the end of a performance.

- ensure with assistance from the Duty Manager that the café and terrace are closed at the end of the performance in accordance with the “end of day closing procedures” and is left adequately stocked for use.
- liaise with the box office regarding ticket sales.
- understand and implement the seating plans relevant to the show.
- when required, act as first point of contact for first aid situations.
- ensure the terrace and café are cashed up correctly and stock lists are prepared.
- any other duties as may be reasonably requested by Front of House Manager, Duty Manager or a member of the Senior Management Team.

In addition, as with all roles at the Minack, you must be conversant with the Trust’s Health & Safety Policy.

Role Specification

Essential:

- Ability to work as part of a team
- Ability to work under pressure in a customer facing environment
- Reliable and punctual
- Willingness to work flexible and unsociable hours

Desirable:

- Experience and skill in dealing with the public
- Previous experience within a visitor site
- Interest in cultural events
- Understanding of the Spektrix system
- Previous Front of House experience
- First aid at work trained (if not training will be provided)
- Previous experience working within a live venue.