

BROMLEY
CHURCHILL THEATRE

Venue Manager

Job Description
Person Specification

Version October 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

The **Churchill Theatre** is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The **Churchill Theatre** is one of the South East's leading live entertainment venues, welcoming over 200,000 customers through its doors every year. It has enjoyed a reputation and legacy for launching major productions for national tour and West End transfer. The eclectic programme features a popular array of top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime.

The **Churchill Theatre** boasts a spacious, comfortable auditorium that seats 781 people, the 90 seat Studio, the Lounge (a versatile space for entertainment, hospitality and private hire) and the Restaurant, serving up to 60 customers pre-show. Extensive technical facilities include rehearsal spaces and a workshop.

The theatre's celebrated outreach programme encourages local people to unlock their creative and artistic potential. It includes regular classes for young people and adults in theatre, musical theatre, dance and magic, work experience opportunities and an annual summer youth production.

Employment type:	Full Time, permanent
Salary:	£25,000 per annum
Hours:	40 per week normally 5 days out of 7, subject to variation to meet business requirements. By its nature, the position will involve evening and weekend shifts, and some Bank Holiday cover
Work location:	You will be based at the Churchill Theatre and may be required to travel and work at other HQT&H venues. Approved travel expenses will be reimbursed.
Purpose of the role:	This is a hands on, operational role. The post holder will be expected to run and manage a team for the whole range of events and activities held at the Churchill Theatre, including shows, dining events, conferences and private hires. The role will act as Duty Manager, utilising a skilled team, with particular emphasis on motivating them to deliver exceptional customer service in a challenging and pressured environment.
Closing date:	Sunday 5pm, 31 October 2021
How to apply:	Submit a completed application form, telling us why you think you are suited to this role, why it interests you, and how we will benefit from having you on board. Please send to careers@churchilltheatre.co.uk Application forms are available from our website www.churchilltheatre.co.uk

HQ VALUES

- **Innovation** – as a business we are on a continuous journey of improvement. We are looking for someone who embraces change and is always looking out for new ideas.
- **Commitment** – we are looking for someone to deliver a first-class service for our colleagues, customers and clients.
- **Accountability** – we are looking for someone with a ‘can-do’ attitude, to take ownership of tasks and see them through to the end.
- **Responsive** – as a business we listen, we learn, we act.
- **Engaged** – we are looking for someone to get involved with making the Churchill a great place to work, as well as a great place to visit through engagement with the team and customers.

REPORTING

You will report directly to the General Manager.

The posts you will line manage in this role include the Hospitality Team, Casual Duty Managers and the Volunteer Usher Team.

KEY ACCOUNTABILITIES

- Duty Manage on average four shifts each week on a rotation, taking in either shows or events subject to review and General Manager agreement.
- To deliver events, including dining events, private hires and receptions, as per the agreed deal memo and within budget, and ensuring all room set ups are completed on time
- To ensure information relevant to the day's events is available at Stage Door.
- Directly assist the General Manager in the achievement of the annual business plan, targets and objectives, with particular reference to achievement of targets for sales and customer service.
- In line with company procedures, manage the banking of all income, including cash where relevant, reconciling petty cash and managing the hospitality floats and change supply.
- Management of procedures to ensure that all front of house areas are kept clean and tidy at all times and that regular checks of public areas are undertaken, and findings acted upon.
- Ensure that the Technical & Building Manager is aware of routine, periodic or ad hoc cleaning and maintenance requirements for Front of House areas so that this can be communicated to the contract cleaning company.
- Ensure timely and effective liaison with incoming companies to ensure their requirements are met and events run smoothly.
- Completion of the internal show report system, as required by the General Manager and Theatre Director.
- To contribute towards maximising access to the Churchill Theatre by supporting the delivery of the accessible performance programme.
- Help with deliveries so they are accepted appropriately, based on HQ Theatres and Hospitality Ltd policy.
- To manage the rota requirements of the building ensuring that the venue and all shows and/or events are staffed adequately.

Recruitment, Training and Development

- Assist in the development, implementation and management of the Customer Services training programme for staff, in line with HQ Theatres and Hospitality Ltd policies, ensuring the maximum involvement of all Front of House staff, and within appropriate service standards and targets.

- In collaboration, as required, with the General Manager and Hospitality Administration Manager, to recruit members of the Hospitality Team and ensure they receive the appropriate training.
- Ensure the development and management of the volunteer scheme. This includes recruitment, induction, training and motivation of volunteers, within agreed policies, and the management of their performance to secure their maximum contribution to service and financial targets and objectives.
- Organise regular induction days for volunteers and ensure that training materials are accurate, appropriate and up to date.
- Responsibility for training the Duty Managers, to ensure they are kept updated of any changes in operational requirements.

Team Leadership

- Maintaining excellent communications with the staff team, ensuring Front of House rotas are created (including Duty Managers) that are accurate, timely and take all operational factors into account, including events in the Studio and Lounge.
- Ensure Front of House staff score highly on monthly Mystery Guest Reports. Providing appropriate training and developing new initiatives to allow us to increase the level of customer service we provide.
- Hold regular team briefings in relation to the forthcoming programme of events. In addition, brief Front of House teams on specific programme content where appropriate and relevant.

Customers

- Development and monitoring of customer service standards delivered by all direct reports to relevant internal and trade customers, so as to achieve agreed targets and standards.
- Establishment of a visible and accessible management profile throughout the venue to foster good relations and to provide support, advice and assistance to all staff and visitors.
- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting hospitality colleagues at times of greatest demand.

Financial

- Maximise income potential in secondary spend areas in relation to the programme of events – including pre order app sales, programmes and house / touring merchandise.

Health & Safety

- In liaison with the General Manager and Technical and Building Manager, ensure that all Front of House operations conform to all appropriate legal and regulatory controls and measures which are related to any area of the post holder's accountabilities, including Health and Safety and licensing requirements.
- The implementation of emergency, evacuation and counter-terrorism procedures, including all relevant training, drills and briefings in collaboration with the General Manager, Theatre Director, Technical and Building Manager, and the relevant statutory authorities.
- To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.
- In collaboration with other colleagues, ensure that procedures are in place for the safe opening and locking of the building.
- As Duty Manager, act as the responsible person for the safety of customers and staff involved in the event, ensuring compliance with all Licence and Fire Regulation requirements.
- Ensure all daily and pre-show building checks are carried out in accordance with theatre procedure, with particular emphasis on safety, cleanliness and presentation.
- Ensure all storage areas are kept clean and tidy, and that all equipment is properly stored.
- Undertake and document risk assessments, ensuring risk assessments are distributed to the team, understood, signed off and uploaded to the H&S portal.
- As part of the Duty Management team, you will be the nominated First Aider when Duty Manager, and will be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded in the First Aid log and followed up if required.
- Undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.

OTHER DUTIES AND RESPONSIBILITIES

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Undertake training and development relevant to the successful execution of the job role.
- Attend and, if required, note take meetings as required.
- The post holder will carry out any other duties as appropriate to the post and as requested by the General Manager and Theatre Director.

PERSON SPECIFICATION

Experience

Essential

- To have worked in a supervisory customer focused environment.
- To have worked within a commercial, sales focused retail service.

Desirable

- Experience of working in a theatre environment.
- Experience working within the hospitality and service industries (e.g, restaurants & hotels).
- Fire Marshall training
- First Aid Training

Skills

- Intermediate level of Outlook, Word, Excel.
- Competent with purchase order systems.
- Ability to problem solve effectively and swiftly.

Attitude

- Proven ability to deliver and promote a high standard of customer care.
- A professional, friendly and approachable manner.
- Ability to lead, motivate and instruct a team.
- Able to work effectively and professionally at all times and when under pressure.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

Other

- Willing to agree to appropriate Data & Barring Service (DBS) background checks.

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. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.