



Assistant Front of House Manager

Job Description
Person Specification

November 2021

Wycombe Swan is part of HQ Theatres & Hospitality's (HQT&H) portfolio of eleven regional theatres and live entertainment venues and is part of the Trafalgar Entertainment family. **HQ Theatres & Hospitality** manage 12 venues on behalf of local authorities across the UK; from live music venues and concert halls to large auditoria presenting top West End productions, high profile live music and comedy, ballet, opera and family theatre, HQT&H are recognised for providing industry-leading hospitality and first class customer experiences.

Wycombe Swan is located in the heart of the High Wycombe town centre and comprises of three distinct spaces to provide the people of Buckinghamshire with top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime. With a capacity of 1,076 seats, the Main auditorium boasts superb acoustics, a large stage and adaptable seating. The historic Old Town Hall offers a smart, distinctive, multi-use space with staging and seating up to 400 and 600 standing. Rounding off the spaces is the ornate Oak Room, providing a glorious and elegant setting for events of up to 120 people. More than just high quality programming seen in the main space, Wycombe Swan regularly hosts conferences, graduations, parties and weddings, with exquisite food provided by the in-house catering team.

The Wycombe Swan and Old Town Hall has always been at the heart of the Wycombe community. We are proud to be a venue that supports local community hires, alongside nurturing the young talent of Bucks through our youth drama activities. Playing our part during the Coronavirus pandemic operating as a vaccination centre for the NHS, we are now looking to grow our team with passionate and talented individuals.

- Employment type:** Full Time
- Salary:** c£23,000 per annum dependent on experience, ability and potential
- Hours:** 40 per week over 5 days out of 7, subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at Wycombe Swan and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Assistant Front of House Manager will have strong customer service skills, the desire and ability to make a difference and passion for the entertainment industry. They will lead the volunteer team ensuring high levels of customer service are always given to patrons attending the Wycombe Swan, whilst assisting the Hospitality General Manager to maximise income potential.
- Our ideal candidate:** Our ideal candidate will assist in the safe and efficient running of Front of House services, as well as Duty Management and operational requirements of the building. They will be confident in dealing with members of the public, have a professional, courteous and 'can do' attitude to work and will take pride in delivering a clean, safe and enjoyable environment through excellent customer service and attention to detail.
- Closing Date:** Monday 22nd November 2021, 12pm
- How to apply:** Please submit a CV & covering letter to admin@wycombeswan.co.uk with the subject title 'Assistant Front of House Manager'. Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report directly to the Hospitality General Manager.

The posts you will line manage in this role include the Volunteer Ushers

KEY ACCOUNTABILITIES

Strategic

- Assist the Hospitality General Manager in the development, implementation and management of the highest standards of Customer Service in all Front of House and backstage areas, including the delivery of relevant induction and training programmes for staff and volunteers.
- Support the Hospitality General Manager in effectively managing the voluntary pool of ushers and maintaining excellent communications with this staff team. Assist the Volunteer Coordinator with creating Front of House rotas that are accurate, timely and take all operational factors into account.
- To make sure all upselling targets are being appropriately communicated and met, as well as looking at new ways of increasing spend per heads with the Hospitality General Manager, including but not limited to interval drinks, kiosk, programmes and merchandise.
- Organise and deliver regular induction days for Front of House staff and volunteers and ensure that training materials are accurate, appropriate and up to date.
- Management and collection of all feedback from customers (including comments, compliments and complaints) and ensuring prompt responses after appropriate investigation. The identification of any necessary improvements to service standards to improve the venue's performance against its targets, objectives and standards.

Operations

- Show duty management responsibilities to include ensuring all staff and volunteers are briefed regarding relevant show information across all departments.
- Play a key role in ensuring that the Wycombe Swan is a welcoming venue offering outstanding service to all customers, visitors and staff across all events and spaces. This includes liaison with Visiting Companies.
- Before performances and during intervals, make regular public announcements to inform customers of the services available and when the house is open. Announcements are likely to include availability of interval drinks, specific information regarding photography, late-comers policy and any other information relevant to the performance.
- Support other customer facing departments in day to day delivery of customer facing services e.g. assisting Hospitality colleagues at times of greatest demand.
- Assist and liaise with the Marketing Team to ensure all publicity and marketing material is displayed effectively both internally and externally.

Health & Safety

- As part of the Duty Management team you will be the nominated First Aider when Duty Manager and 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.
- Assist with the implementation of the Wycombe Swan's Emergency and Evacuation procedures including all relevant training, drills and briefings, as well as collaboration with the Technical & Buildings Manager, Hospitality General Manager and the relevant statutory authorities.
- Assist with the management of procedures to ensure all Front of House areas are kept clean and tidy at all times and that regular checks of public areas are undertaken, records kept and findings acted upon by the relevant department.
- To undertake regularly checks of all first aid kits and supplies, ensuring all first aid locations are fully equipped.
- As required by the Technical and Buildings Manager, contribute to the development and management of Health and Safety at Work policies at the venue, in line with HQ Theatres and Hospitality policies; ensuring that all volunteers are fully briefed and (where appropriate) trained in line with Health and Safety policies.
- Ensure all duties are carried out in accordance with departmental and company Health & Safety procedures.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.
- Assist the venue management team with the recruitment, induction and training of Front of House team members and volunteers.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- At all times, act as an ambassador for the venue and HQT&H.
- Attend and, if required, note take meetings as required.

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.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Proven experience of successfully delivering a high standard of customer service to a large number of members of the public
- Experience in addressing and managing customer complaints and dissatisfaction.
- Experience of Duty management in a public environment
- Proven ability to respond positively to a pressurised environment and adopt a positive approach to problem solving.

Skills

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- High level written, numeracy and verbal communication skills.
- An excellent manner when dealing with the public, stakeholders and industry colleagues.
- An ability to be flexible to business needs and work calmly and effectively under pressure.

Attitude

- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Demonstrable enthusiasm for live theatre and entertainment, and for the provision of excellent service
- Willing to work flexible hours including evenings, weekends and Bank Holidays.

Desirable

- Previous experience of working in a theatre or entertainment venue.
- Experience of supervising a volunteer team