

Front of house duty manager

We are seeking experienced casual Front of House Duty Managers for this challenging, varied and interesting role which is to be in charge of the smooth running of the Front of House during show times in the studio and main theatre and to supervise FOH volunteers throughout the evening.

Position: Front of House Duty Manager

Responsible to: General Manager

Hours: Casual. Variable shifts, primarily evenings and weekends.

Job Description

The duty manager is responsible for:

- ❑ Care and supervision of the public before, during and after performances.
- ❑ The FOH Duty Manager represents the theatre to its audience at these times and their prime responsibility is to ensure their comfort, enjoyment and safety.
- ❑ To hold pre show stewards briefing session, ensuring all front of house volunteers are well informed at all times.
- ❑ Supervising all FOH volunteers when on duty.
- ❑ Responsible for the care and safety of all members of the public and all FOH volunteers who are on the premises while performances are taking place.
- ❑ Ensuring safe evacuation of the entire FOH area of the building (members of the public and staff) in the event of an emergency; liaison with emergency services.
- ❑ Responsible for all monies taken for ice cream and merchandise.
- ❑ To oversee reconciliation of monies at end of shift.
- ❑ Security of the FOH area of the building.
- ❑ Working with the General Manager and Volunteer Manager and other team members to improve customer care for all patrons.
- ❑ To pay attention to customer care for patrons with disabilities.
- ❑ To comply and ensure others comply with the theatre's Health and Safety and other policies.
- ❑ To be familiar with the fire alarm system (training will be provided).
- ❑ Attending team meetings, training sessions as appropriate.
- ❑ Identify and report any training needs required for FOH volunteers.
- ❑ Recognise and acknowledge good performances.
- ❑ To deal with customer complaints quickly, confidently, effectively and appropriately.

Person Specification

- ❑ Experience in money handling.
- ❑ Experience of customer care.
- ❑ Demonstrable ability to take on responsibility and make decisions.
- ❑ Demonstrable ability to work well under pressure.
- ❑ Confidence, tact and skill with dealing with customers face to face.
- ❑ Experience of managing staff and proven ability to motivate a team.
- ❑ Experience in working in a theatre environment preferably in a supervisory role.

Desirable

Full 1st Aid certificate

Terms and conditions

Title: FOH Duty Manager

Salary: £10 per hour

Employer: Ayr Gaiety Partnership

Hours: This post operates on a casual basis.

Please submit a CV and covering letter via email by Friday 22nd October 2021 to Sally Rennie, General Manager, Ayr Gaiety Partnership, The Gaiety Theatre & Arts Centre, Carrick Street, Ayr KA7 1NU. T: 01292 288235 sally.ennie@ayrgaiety.co.uk