

DUTY FRONT OF HOUSE MANAGER

Theatr Clwyd

Job Description

Theatr Clwyd has been Wales' foremost producing theatre since 1976. The Executive Team (Artistic Director – Tamara Harvey and Executive Director – Liam Evans-Ford) are currently navigating the most important cultural and operational shifts in the 42 years of its existence, a period which will redefine and secure the future of this unique and valuable arts centre - the foremost producing theatre in Wales.

Theatr Clwyd produces upwards of eight shows a year - mainly in English, but also in Welsh - and presents some of this work on tour in Wales and the rest of the UK. It has a hugely successful programme of work for and with young people that is created both within and without the building, and tours to local schools, within Wales and beyond. The building also hosts a variety of touring drama, dance, music and art for all ages, a comprehensive film programme and an active community programme and the organisation is at the forefront of work around arts and wellbeing.

We have made strides in changing the shape of our programming; we've committed to placing visitor experience at the heart of our decision making; we've begun to grow our commercial events; we've taken the first steps in deepening our relationship with our community; we've started to develop our auxiliary offers and we've been working hard to market our work and our building more strategically and effectively. We have also delivered a feasibility study for major capital redevelopment and received funding from ACW to take forward plans into Design & Development.

Theatr Clwyd is the only producing theatre left in the UK still owned by a local authority. With a turnover of £5.3m in 2016-17, it is supported by the Arts Council of Wales, Flintshire County Council and by its own activities. There are annually some 2,115 individual events, attended by around 200,000 people, with 50,000 community members participating in outreach events. During 2016/17 a further 220,000 people saw a Theatr Clwyd show elsewhere in the UK.

DUTY FRONT OF HOUSE MANAGER

The Operations Department

The Operations Department at Theatr Clwyd is responsible for the logistical functioning of the building. At its core is promoting and maintaining an excellent audience experience and ensuring that Theatr Clwyd is a welcoming and safe environment for the public, visiting artists and for staff.

Job Purpose

Under the direction of the Operations Manager, take operational responsibility for the front of house, ensuring a consistently safe, efficient and high standard of service to audiences, visitors and staff.

Key responsibilities

Front of House and Operations

- Contribute to good communications and cooperation across all teams to ensure excellent working relationships are cultivated.
- To motivate, lead by example and supervise the Front of House team, including volunteers, on a daily basis by maintaining the highest standard of presentation; demonstrating a positive attitude; dealing promptly and professionally with any requests and providing excellent customer service to all patrons and visiting companies.
- Ensure that all aspects of front of house, bar and café areas provide a clean, tidy and welcoming environment for customers and potential customers, visitors and staff.
- Oversee the wellbeing and safety of the audience and maintain excellent customer services at all times.
- Ensure end of day processes like cashing up are managed effectively and securely.
- To be responsible for locking up and securing the building at the end of the final shift each day
- To welcome all companies, performers and artists when they are in the building and to ensure that they feel supported.
- To carry out regular checks ensuring all spaces, internal and external, are in good working order and to report to the Operations Manager when they are not.
- To meet with the Duty Manager at the beginning of any shifts to ensure a smooth and informed transition.
- To keep a complete and accurate written record of events and incidents during shifts and also to communicate these verbally to the Operations Manager when possible.
- To help to create an atmosphere of creativity in the building that encourages artists and audiences to create and participate in Theatr Clwyd's artistic programme.

Licensing, Health and Safety

- To ensure that all statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with at all times.

- Ensure licensing and Health and Safety regulations are adhered to at all times.
- To supervise and attend fire drills, and with the Director of Operations, ensure each member of Front of House team know the correct procedure, and that team members receive regular fire awareness training.
- To take a leading role in the evacuation of the building if necessary.
- To act as a first aid officer for Theatr Clwyd (training will be given if necessary).
- To keep records of any incidents or accidents and to keep appropriate First Aid supplies.

Other

- To act always in the best interest of Theatr Clwyd.
- Any other duties as reasonably required by the Operations Manager or Director of Operations.
- To represent and positively promote the organisation at all levels.

Person Specification

Essential

- Practical experience in a customer facing operational role in a cultural venue, visitor attraction, catering, retail, hotel, restaurant, bar or other hospitality environment and/or an appropriate recognised qualification.
- Display a passion for working within the performing arts sector.
- Experience of supervising and positively motivating and inspiring front line team members (both staff and volunteers) through excellent working practices.
- Knowledge of DDA requirements and working with audiences/visitors with special needs.
- Organised and effective administration skills.
- Proficient IT skills.
- Proven ability to communicate effectively and confidently, both orally and in writing, with diverse groups of people.
- An understanding of and commitment to diversity and inclusion.
- A commitment to artistic excellence.
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- A flexible approach to working hours to meet the needs of the service, including working evenings, weekends and bank holidays.

Desirable

- Knowledge of, or willingness to learn about, the community local to Theatr Clwyd.
- Knowledge of theatre, dance and other art forms within the UK generally and Wales specifically.
- Up to date knowledge on licensing and health and safety legislation.
- Health and Safety qualifications.
- First Aid trained.
- Spoken and written Welsh.
- Event management experience.
- Good knowledge of promotional techniques, sales techniques and marketing.
- Full clean driving licence.

We recognise the ability to communicate in Welsh is an important and valuable skill in the workplace and are committed to increasing the numbers of bilingual employees. We welcome applications for any post from candidates who are able to work in both Welsh and English. We will also support new and existing employees who wish to learn Welsh or improve /develop their Welsh language skills.

Part time, job share and flexible working arrangements will be considered.