



**CHATS
PALACE**

Job Title: Front of House Manager (0.6 FTE)

Responsible to: Director
Responsible for: Casual Duty Managers, Bar Staff,
Security, Housekeeping
Start date: October 2017

The new post of Front of House Manager is a key public-facing member of the Chats Palace team, responsible for ensuring customers, building hirers and visiting companies/artists all receive a friendly and professional welcome. The Front of House Manager acts as host during performances and events, managing front of house activity including the Library Bar and assisting in the day-to-day duty management and security of the Arts Centre. As first point of contact for customers, the Front of House Manager ensures visitor safety - implementing our health, safety and emergency evacuation procedures. The Front of House Manager ensures consistent delivery of the highest standards of housekeeping and manages the scheduling and supervision of Casual Duty Managers, Bar, Security and Housekeeping Staff.

Key responsibilities and tasks

Front of House

- represent the Arts Centre to our audiences, ensuring the comfort, enjoyment and safety of the public before, during and after performances, classes and events of all sizes at Chats Palace.
- responsible for the management of the art centre's front of house areas, monitoring the condition of the furniture and fittings.
- act as duty manager for a minimum of two shifts per week, including one shift on either Saturday or Sunday, and all key performances and events.
- undertake leadership and management of the Front of House team of Duty Managers and Bar Staff, responsible for their induction, development and training, supervision, line management and rotas, ensuring the highest standards of conduct, appearance and customer service are maintained.
- be first point of contact for the Security team, ensuring that Security staff have an awareness and understanding of Chats Palace layout and evacuation procedures and can communicate that knowledge to customers.
- maintain an up-to-date First Aid qualification appropriate to the public use of the arts centre.
- be a named key-holder in the event of an emergency call-out.

The Library Bar

- hold or be interested in working to obtain a Personal License, and in the absence of the Premises Licence holder accept responsibility for authorising all sales of alcohol and upholding the Premises Licence.
- implement appropriate systems of financial reconciliation, banking and cash handling for the Library Bar in collaboration with the Director.
- maintain an overview of stock for the Library Bar, managing effective stock control, storage, rotation and inventories to minimize wastage.
- be able to step in as emergency bar staff cover during busy periods and as required.

Planning & Reporting

- develop strategies to improve front-of-house experience, working with the Director and the wider team, to implement these, driving audience satisfaction and increasing the profile of Chats Palace as a vibrant, welcoming Arts Centre.
- manage scheduling, supervision and monitoring of Housekeeping Staff to ensure that Chats Palace is kept to the highest standards of cleanliness and appearance.
- implement appropriate systems for the accurate completion and distribution of Front of House reports
- devise a simple, effective system for accurate collection of customer feedback and complaints, ensuring they are dealt with quickly and appropriately.
- attend company meetings to share news and developments with the wider team.
- undertake any other duties as may be reasonably required by the Director.

Person specification: Front of House Manager

	CRITERIA	ESSENTIAL/ DESIRABLE
1. Education and Experience	At least 1 years' experience of leading a Front of House team in an arts venue.	E
	At least 1 years' experience in staff supervision.	E
	At least 1 years' experience of managing cash and stock.	E
	Sound working knowledge of current health & safety and licensing law and regulations, with experience of implementing and monitoring safe working practices.	E
	Experience of working in a multi-faceted venue.	D
2. Skills and Abilities	Excellent customer service skills.	E
	Ability to communicate clearly and confidently with customers.	E
	A positive, solution-focussed attitude to work, ability to exercise initiative and resolve issues independently.	E
	Strong organisational and time management abilities with experience of working effectively under pressure.	E
	Strong verbal and interpersonal skills with good written communication skills.	E

	Good computer skills (MS Office) and administrative skills, with a working knowledge of how to maintain systems and records.	E
	Ability to work within a small staff team, including freelancers.	E
	An interest in the arts and an enthusiasm for working in a socially engaged and culturally diverse environment.	D
	Flexibility in relation to duties and working hours, which will include evenings and weekends.	E
4. Additional Requirements	A valid First Aid at Work certificate.	D
	Qualifications in Health, Safety and Fire Safety.	D
	Personal license holder.	D

Terms & Conditions

Contract: to 31 March 2018 with option to renew for a further period

Probation: this post is subject to a three-month probationary period

Salary: 0.6 FTE contract - £12600 p/a based on £21000 p/a

Hours: 24hrs/3 days per week to include daytime and regular evenings and weekend shifts (including a minimum of two duty manager shifts a week, one of which will be a Saturday or Sunday shift)
based on 40hrs/5 days per week standard agreement

Holidays: 12 statutory leave days (pro rata by reference to a full-time -position) p/a plus UK bank holidays (pro rata by reference to a full-time position)

Base: Chats Palace, 42-44 Brooksby's Walk, London E9 6DF