

Recruitment Pack

Front Of House Supervisor



About The Roses

The Roses is a 370 seat, mixed arts centre in Gloucestershire, and the largest cultural organisation in the Borough of Tewkesbury. It welcomes around 80,000 visitors every year and provides a unique cultural offering to the local community and tourists visiting the medieval market town of Tewkesbury.

Originally built in 1974 to be the cultural heart of Tewkesbury, it now boasts a nationally renowned programme of British and international independent cinema, screening up to 600 films a year, and stages a vibrant live arts programme that includes theatre, music, panto and comedy.

An extension in 2015 expanded the venue's front of house space and created a new bar and coffee shop where the public can enjoy a pre-show and interval drinks as well as live entertainment including jazz and folk music and stand up comedy.

A Centre For Community Creativity

The Roses is a recognised centre for arts participation serving audiences across Gloucestershire and South Worcestershire, with a specific focus on serving under-represented groups and areas of low engagement. Current and past initiatives include:

- **Feel Good Digital Festival 2020** – a participatory programme of free workshops, masterclasses and creative groups that ran from July – Oct 2020. It provided paid employment to over 30 local creative and arts freelance practitioners impacted by Covid-19.
- One of 10 UK cinemas selected to take part in the **BFI Young Audience Generator**, a year long participatory initiative in 2021 engaging young people in programming and experiencing British & Independent cinema
- Weekly and monthly **creative groups** include Tewkesbury writers group, The Roses Choir, weekly knitting and painters group; all providing vital social and creative activities every month
- **Engaging Younger Audiences Project 2021** - a new programme of facilitated marketing and programming workshops for 14 to 25 year olds that will contribute to organisational development and rebuilding marketing infrastructure

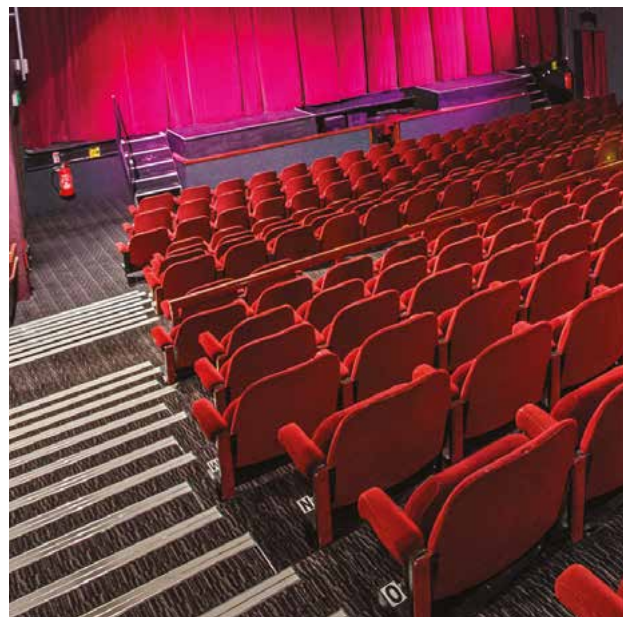
- The Roses **volunteer scheme** with nearly 100 active participants – the volunteer scheme provides a vital social lifeline to many of those involved, particularly over-70s experiencing isolation
- **Your Future** - a creative workshop project aimed at families who have experienced domestic abuse supported by the Big Lottery Fund, Tewkesbury Borough Council, Gloucestershire County Council
- **Reaching Communities** - a young persons project to improve mental health and wellbeing, that included a funded Community Builder role
- **Take Part** department - engaging & inspiring younger generations including a young persons programming panel, Artsmark awards, and training across on and offstage venue roles



Mission

The Roses is the cultural heart of Tewkesbury and the surrounding areas, and is a community resource that aims to create change in the following areas:

- **Enrichment and Education** - in 2021 the theatre will launch a new 'Get Creative' department focused on participation and educational opportunities
- **Community and Belonging** – The Roses is a place that welcomes everyone, and we use our resources to support people and communities that are isolated or marginalised
- **Accessibility** – our programme is built to enable everyone to have access to art and culture, and ensure all forms of art and culture are celebrated through a diverse and vibrant programme



Find out More

You can find out more about The Roses, including current events and projects, by visiting the theatre's website at www.roses theatre.org



Job Description And Person Specification

Post:	Front of House & Grab and Go Supervisor
Responsible to:	Front of House Manager
Responsible for:	Duty management of sales staff, front of house staff (bar, waiting staff, kiosk, coffee shop, box office) and front of house volunteers
How to apply:	Please fill in the application form and email to emily.chapman@rosetheatre.org by Friday 27th August 2021

The overall purpose of the role is to provide welcoming and efficient customer service in order to develop The Roses as a welcoming and vibrant centre for the arts, and in particular to work as one of the theatre's front of house supervisors, with specific responsibility for achieving excellent customer service and high standards of care, and maximising income for the theatre.

Duties

- To achieve the highest standard of customer care and practice at the theatre and to offer The Roses welcome at all times, adhering to our values of customer service.
- To co-ordinate and lead the front of house sales staff (including volunteers) for each performance, film or event to ensure that sales are maximised at each sales outlet and that staff are allocated appropriately to offer the best customer service.
- To train sales staff and volunteers in customer care and procedure
- To be the main point of contact for the public and to ensure their welfare
- To ensure the health and safety of the public, staff and volunteers in the auditorium and public areas of the theatre while the theatre is open in accordance with the theatre's Health and Safety procedures.
- To ensure the Grab and Go area is stocked and running efficiently
- To be responsible for the operational management and reconciliation of the till systems whilst on duty.
- To lead the team of duty volunteers in ensuring that audiences enjoy The Roses experience through good customer care practice.
- To ensure the security of the building during theatre opening hours.
- To keep the audiences and customers informed at all times of any delays or changes by making announcements when necessary.
- To work closely with the marketing and fundraising team to promote The Roses and publicise future performances to audiences and customers as directed.
- To work closely with the marketing and fundraising team to maximise donations and sales as directed.
- To liaise where necessary with artists and visiting companies on the night including the supervision and collection of programme and merchandise commission.
- To assist and welcome any member of the audience with any special requirements.
- To undertake any admin or marketing work as may be set out from time to time by the management team.
- To deal with emergencies in the Front of House areas during theatre opening times as the responsible Supervisor.
- To say goodbye to the audience, complete a performance report, and undertake the agreed closing up procedure including the setting of an alarm.
- To encourage audience members to stay in the building after events as appropriate

- To adhere to The Roses dress code
- To operate in accordance with the Company's employment, health & safety, diversity, safeguarding and other practices, policies and procedures.
- To undertake any other duties that are consistent with the purpose of the job or may be required.

This job description reflects the core activities of the post. As the theatre's service develops, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. We expect the post holder will recognise this and will adopt a flexible approach to work, and this may include undertaking relevant training where necessary.

Person specification

Experience required:

- At least two years experience of working with the public in a customer facing role
- Experience of leading a team
- Experience of working with volunteers
- At least two years' experience of working to high standards of customer care
- Experience of dealing with sudden incidents or mishaps

Desirable:

- Experience in a retail environment, ideally food and beverage
- Knowledge of and training in alcohol licensing laws and food hygiene
- Knowledge of and competence in operating EPOS systems

Skills required:

- Excellent customer service
- Excellent interpersonal skills and an ability to communicate with people of all ages and abilities
- Able to convey a sense of calm authority
- Strong sense of responsibility
- Interest in theatre and film
- Ability to motivate staff
- Able to liaise well with other staff and be a strong team player
- Ability to work flexible hours, including evenings and weekends
- An ability to embrace change and look for new improvements and ways of operating

Terms and conditions

Salary: £9 per hour

Notice period: After a probationary period of three months, during which time employment can be terminated by one weeks notice on either side, the notice period will be six weeks.

Hours: To be agreed on appointment (part-time). Evening, weekend, and daytime work

Holiday: 20 days pro rata plus bank holidays

Pension: In line with the company's pension scheme