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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| --- | --- |
| **Role Title** | Casual Front of House Team Leader |
| **Reports to** | Events Manager |
| **Hours** | 0 |
| **Contract** | Zero Hour |
| **Annual Leave** | n/a |
| **Salary** | £12.98 per hour |
| **Location** | Bradford Live |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE.  We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future.  There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT BRADFORD LIVE

Be part of a unique venues’ team in this reimagined live entertainment and events space at the heart of Bradford’s City Centre. Originally opened in 1930 the building has now been fully renovated to bring it back to its former glory as a cultural hub for the city, wider West Yorkshire area and beyond.

Our auditorium can accommodate over 3,500 fans for larger concerts and house more than 3,000 guests in our fully seated configuration. We also have the beautifully restored Ballroom and other ancillary spaces to host events all year round.

ABOUT THIS ROLE

Oversee the delivery of an efficient, high-quality Front of House service, maximizing profitability, achieving financial targets, and ensuring business objectives are met. Ensure the highest standards of customer service are delivered, facilitating smooth service and consistency between departments.

KEY RESPONSIBILITIES

* To assist in the emergency evacuation of the building and to act in accordance with building policy procedures.
* To assist the Events Manager in ensuring the health & safety of the public during performance times.
* To assist the Events Manager in the supervision of casual staff and provide a first point of contact for all casual performance staff, offering advice, guidance and assistance.
* To assist the Events Manager in ensuring the public receive the highest quality customer care.
* To assist the Events Manager in preparation of stock & merchandise.
* To assist the Events Manager in the on-shift training of staff.
* To assist the Events Manager in the compliance with the licensing requirements.
* To assist in maintaining a high standard of presentation of FOH areas including sales and bar facilities.
* To participate actively in supporting the principles and practice of equality of opportunity as laid down in the organisation's Equal Opportunities Policy.
* To take reasonable care for the health and safety of yourself and other persons who may be affected by your acts or omissions and to comply with all health and safety legislation as appropriate.
* As a term of your employment, you may be required to undertake such other duties and/or times of work as may reasonably be required of you, commensurate with your grade or general level of responsibility within the organisation.
* Undertake training and development relevant to the successful execution of the job role.
* This is not an exhaustive list of duties - from time to time you may be required to undertake such alternative or additional duties which will commensurate your skills, experience, and capabilities.

ABOUT YOU

We are looking for individuals that can work as part of a team and individually to achieve and deliver our values: creativity collaboration, excellence, and respect.

Your Experience

* Evidence of organisational ability and administrative experience with the ability to prioritise time critical tasks.
* Evidence of leading a team and working within the public sector.
* Knowledge of problem solving with a positive and pro-active approach.
* A strong customer service focus and a genuine desire to deliver an excellent experience, every time.

Key Attributes

* Passion for theatre / live entertainment
* An exceptional eye for detail for written, numeracy and verbal communication
* Willingness to learn new skills
* Great team spirit
* Strong communication and listening skills when dealing with colleagues, members of the public, key stakeholders and industry colleagues
* Understanding of health and safety
* Ability to work effectively during busy times
* Excellent organisation and ability to prioritise time critical tasks
* Flexible to adapt to the business needs and work calmly under pressure
* 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.
* Willing to work flexible hours including evenings, weekends, and Bank Holidays.
* Highly presentable.
* An ability to be flexible to business need and work calmly and effectively under pressure.
* Ambition and drive with the ability to learn quickly.
* A pro-active and positive approach to solving problems in a prompt and independent manner.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.