

JOB DESCRIPTION & PERSON SPECIFICATION

KEY INFORMATION

Role Title	Front of House Supervisor
Reports to	Assistant Customer Experience Manager
Hours	N/A
Contract	Zero Hours Contract
Salary	£13.50 per hour
Location	G Live Guildford

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 G LIVE

Opened in 2011 G Live, Guildford is a landmark building. With inspirational architecture, light-filled foyers and a programme incorporating the best in live music, big name comedy, dance and classical, G Live is truly a venue for everyone. We also host community events and functions including conferences, parties, and weddings.

We offer opportunities for advancement, with regularly scheduled development training sessions as well as cross-role training.

ABOUT THIS ROLE

As a member of our Front of House Supervisor Team your duties will include:

- Effective supervision of G Live's Front of House casual team.
- Oversee daily Front of House operations to ensure smooth and efficient service, including acting as first point of call for any escalated customer issues.
- Leading, training and motivating Front of House staff to deliver exceptional customer experiences.
- Actively drive sales in line with spend per head objectives.
- Delivery of allocated events including the preparation of equipment, room setups and correct storage of equipment.
- Championing our Four Pillars ethos and ensuring these methods and values are present on the ground.
- Ensuring the casual team are engaging with the company's HR portal, Staff Savvy, correctly.
- Ensuring compliance with health and safety standards.
- Maintaining excellent stock rotation, stock security and management is in place. Participating in the HACCP (Hazard Analysis and Critical Control Point) procedure according to the company's Food Safety Management Document.
- Upholding the correct use of the HACCP sheets including Cleaning Rota and Opening/Closing procedures.
- Undertaking training and development relevant to the successful execution of the job role.
- Supporting the Assistant Customer Experience Managers with the induction and training of team members.
- Constantly seeking ways to improve sustainability within the venue to contribute towards the venue's Environmental Strategy Delivery Plan.
- Supporting the Venue's Management team by delivering a dynamic, positive and supportive atmosphere within the team, whilst driving exemplary standards in delivery and personal presentation.

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

The candidate must be adaptable and forward-thinking, with creative flair and meticulous attention to detail.

- Willingness to learn new skills
- Great team spirit
- Understanding of Health and Safety
- Ability to work effectively during busy times
- Strong communication and interpersonal skills
- Flexible and adaptable to changing operational needs
- Available to work evenings, weekends and bank holidays to meet service requirements.

YOUR EXPERIENCE

- Experience of supervising teams of staff in an entertainment or other customer focused venue.
- Excellent customer service skills
- The ability to inspire and develop a team of staff.

- Experience working in a busy bar environment
- A good understanding of our licensing obligations and how to enforce them.

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.