

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Front of House Duty Manager
Reports to	FOH Manager
Responsible for	Shift Staff and Volunteers
Hours	Casual, evenings and weekends
Contract	Zero Hour Contract
Annual Leave	NA
Salary	£15.00 per Hour
Location	Wycombe Swan High Wycombe

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 THIS ROLE

Our ideal candidate will assist in the safe and efficient running of customer facing areas, as well as Duty Management and operational requirements of the building. They will be confident in dealing with members of the public, have a professional, courteous, and 'can do' attitude to work, and will take pride in delivering a clean, safe, and enjoyable environment through excellent customer service and attention to detail.

ABOUT YOU

A self-motivated individual with a genuine passion for Theatre and Live Entertainment, who will have strong customer service skills, the desire and ability to make a difference and passion for the entertainment industry

- Proven ability to effectively work in a multi-tasking environment
- 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
- Highly driven, organised, and able to work calmly and effectively in a fast-paced environment
- Experience in addressing and managing customer complaints and dissatisfaction.
- Experience of leading and supervising a team.

KEY RESPONSIBILITIES

- Whilst acting as Duty Manager, assuming responsibility for the health & safety of all customers on the premises.
- Liaison with Visiting Companies, making sure that they are welcomed, any questions answered and to make sure their needs are met.
- Adhere to and carry out emergency evacuation procedures including all relevant training, drills and briefings.
- Ensuring all customer facing areas are displayed in a presentable and clean manner prior to the opening of the building.
- Responsibility for the effective supervision of all staff and volunteers for events and performances.
- To deal with customer enquiries, compliments and complaints and to adopt a positive approach to problem solving and to resolve any issues in a timely and satisfactory manner.
- To liaise with the ticketing staff to ensure that any special seating arrangements are set out.
- To participate in actively promoting ancillary services and sales (e.g. ice cream, merchandise, programmes and seat delivery service etc.)
- To take the role of First Aider (training will be provided if necessary)
- In the event of emergency ensuring the safe evacuation of the building and liaising with emergency services as required.
- Ensure all daily and pre-show building and fire exit checks are carried out in accordance with theatre procedure, with particular emphasis on safety, cleanliness and presentation.

The post holder will carry out any other duties as appropriate to the post and as requested by the Theatre Director.

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.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.

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