

JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

Role Title	Front of House Supervisor
Reports to	Assistant Customer Experience Manager
Responsible for	
Hours	N/A Zero Hour
Contract	Zero Hour Contract
Annual Leave	
Salary	£13.50 per hour
Location	Wycombe Swan

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

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

- Effective supervision of Wycombe Swan'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.
- Champion exceptional customer service and ensure this is present on the ground among the team.
- Ensuring the casual team are engaging with the company's HR portal, StaffSavvy, 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.
- Upholding a pivotal role in the venue evacuation and invacuation procedures.

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.
- 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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position. We are curious, courageous, and ambitious, empowering people to challenge and innovate in pursuit of excellence.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skillTWs, experience, and capabilities