

## KEY INFORMATION

<b>Role Title</b>	Zero Hour Front of House Duty manager
<b>Reports to</b>	Customer experience manager
<b>Responsible for</b>	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.
<b>Hours</b>	Subject to variation to meet business requirements. Working hours will include evenings, weekends and Bank Holidays, including Christmas.
<b>Contract</b>	Zero Hour
<b>Annual Leave</b>	Paid at 12.07% of hours worked
<b>Salary</b>	£15.07
<b>Location</b>	Bromley, with occasional Travel

## 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

Delivery of efficient, High Quality customer experience across all elements of the department, ensuring business objectives are met. Ensuring standards of customer service are delivered, facilitating smooth service and consistency between departments. The role will act as a building coordinator, utilising a skilled team, with particular emphasis on motivating them to deliver exceptional customer service.

## ABOUT YOU

### KEY RESPONSIBILITIES & PERFORMANCE MEASURES

#### Health & Safety, Security

- Understand and carry out emergency evacuation of the building by being the fire warden
- Liaison with various internal departments.
- Maintain Health & Safety procedures, reporting any accidents/ Near misses to management.

#### General Responsibilities

- To be a point of contact for all Churchill staff and visitors, including contractors and visiting companies, presenting a professional, welcoming and helpful manner.
- To attend training courses and development relevant to the successful execution of the job role.
- Dress in accordance with the theatres dress code.
- Late finishes may be required.
- Prioritise workload, dividing time between floor and office-based operations to best meet the demands of the business.
- Support the Management team in delivering the annual Business Plan and departmental targets.
- Effectively manage all points of sale whilst at the same time supporting all Hospitality departments in conjunction with the Customer Experience manager and Hospitality Manager.
- Ensure all Hospitality departments under line of responsibility deliver excellent service standards on a consistent basis.
- Act as point of contact and knowledge for retail merchandising behind the bars.
- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- A pro-active and positive approach to solving problems in a prompt and independent manner.
- Ambition and drive with the ability to learn quickly.
- An ability to be flexible to business need and work calmly and effectively under pressure.
- To be the Duty Manager for the building on a rota basis and ad hoc, working a range of daytimes, evenings, and weekends.
- Liaison with the Visiting Company and Tour Managers for each performance.
- Adhere to and carry out emergency evacuation procedures including all relevant training, drills, and briefings. Responsibility, when on duty, for the safety of all staff, volunteers, public and contractors.
- Completion of all related paperwork including, but not limited to, Daily Reports, sales figures, and timesheets.
- Responsibility for the effective supervision of all Front of House staff and Volunteers for all performances.
- To help manage, develop, and monitor the FOH Team by adopting a hands-on approach to all aspects of operational responsibility.
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- Support, motivate and nurture the volunteer team to ensure they deliver a consistently excellent customer service.
- Accept, account-for and distribute stock deliveries

## **Key Attributes**

- Self-motivated and able to work independently, whilst also working as part as the wider Theatre team.
- Evidence of organisational and administrative experience with a professional attitude.
- Strong customer service skills essential in dealing with public, Churchill staff and industry colleagues.
- An ability to be flexible and able to work evenings, Weekends and Bank Holidays.
- Understanding of Health and Safety, Food hygiene.
- Previous experience in a customer facing/service environment.

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 skills, experience, and capabilities.

