

## KEY INFORMATION

Role Title	Front of House Supervisor
Reports to	Customer Experience Managers
Hours	0
Contract	Zero-hour
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 THIS ROLE

The **Front of House Supervisor** is vital to the success of our business. Here at G Live, it is an exciting, fast-paced environment with a variety of shows, plays, music and comedy, as well as some community productions. We also host events including conferences, party nights, ticket dining events, and corporate functions.

Trafalgar Entertainment connects people through creative, innovative experiences by providing inspiring entertainment for everyone for life. At G Live, we are now recruiting for **Front of House Supervisor**. Shifts are flexible/variable and include evenings, weekends, and holidays.

As the postholder is responsible for:

- Welcome guests with a personable and genuine touch.
- To directly assist the Duty Managers, ensuring smooth operation.
- Outstanding knowledge of the venue, ready to answer questions guests may have.
- Undertake training and development relevant to the successful execution of the job role.
- Assist Duty Manager with the induction and training of new team members.
- Identify any Health and Safety risks in the venue and report them appropriately.
- To understand and have a working knowledge of all current Health and Safety legislation, licensing regulations and Food Hygiene legislation.
- Effective supervision of G Live's Guest Experience operation, casual staff and volunteers, working alongside the Hospitality Supervisors ensuring the highest standards.
- Delivery of allocated events including the preparation of equipment, room setups and correct storage of equipment.
- Understand Stage Door and provide break cover.
- Assist with Fire Evacuations and take part in regular drills.
- Liaise with customers to ensure all upselling opportunities are realised.

- Keep front of house areas tidy to ensure the venue is a safe place for both employees and customers.

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.

### ABOUT YOU

A creative professional with significant experience in the theatre, music or live-entertainment space, you'll be a self-motivated, engaging and dynamic leader.

Commercially savvy, enthusiastic and capable of influencing others (including senior members of the TE team and third-party producer clients) you'll be energetic, proactive, results-focussed and creative in your approach.

You'll be resilient, able to communicate clearly and excellent at forming working relationships with others.

### PERFORMANCE MEASURES

- Provide excellent customer service.
- Flexible to adapt to the business needs and work calmly under pressure.
- Previous experience working in theatre or an entertainment venue.
- To understand and have a working knowledge of all current Health and Safety legislation, Licensing regulations and Food Hygiene legislation.

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.