



JOB DESCRIPTION

Post: Deputy Front of House Manager

Responsible to: Front of House Manager

Responsible for: Duty Managers
Receptionists
Operations Coordinators
Heritage team volunteers

Overview: This is a varied role, who's purpose is to deputize for the Front of House Manager in all aspects of the Front of House operations. The role involves a combination of administrative operational planning, frontline reception work, supervision of the welcome team, duty managing responsibilities and requires a hands-on approach to any given task.

Specific Duties:

- Deputise for the FOH manager when required
- Supervise and support the Heritage, Box Office, Reception and Duty Manager Team
- Maintain and facilitate the upkeep and presentation of the venue.
- Be the key contact on a daily basis for operational requirements including covering reception duties
- Be instrumental in delivering fire evacuation procedures.
- Supervise the welcome team that respond to daily visitors and deliveries.
- Contribute, support and help facilitate the training of frontline staff.
- Monitor the fire alarm panel and manage activations.
- Manage banking reconciliation.
- Co-ordinate the delivery of events dry hire bookings, alongside our retail and event partners.
- Be actively Health and Safety conscious within the building, and maintain equipment.
- Complete end of month procedures.
- Assist the Front of House Manager in the development, recruitment and administration of staffing, including payroll.
- Manage and assist in developing organization wide policies and procedures.
- Support the FOH manager in delivering access performances and ensure the building is accessible.
- Lead on the merchandise offer, oversee the ordering and delivery of stock and complete stock takes.
- Maintain high levels of quality control and cleanliness merchandise stations and stores.
- Reconcile merchandise sales, report sales patterns to achieve improved profitability and sustainability.
- To perform weekly Duty Management shifts, overseeing all aspects of public management of the FOH spaces.



General Duties:

The following responsibilities are shared by all staff members of Bristol Old Vic:

- To work for the benefit of the whole organisation
- To comply with all Bristol Old Vic policies including Equal Opportunities, Health & safety and other policies included in the Staff Handbook
- To attend regular staff meetings and other departmental meetings that may be arranged
- To keep up to date with the activities of the organisation
- To undertake additional duties as may reasonably be required
- To attend any training that may be mutually agreed on for the development of the post

Person Specification:

Essential:	Desirable:
Previous experience in an Operations or Front of House role	Experience in supervising a team
Organised with excellent timekeeping	Experience in event or theatre logistics
Enthusiastic to work in a team	Experience in cash handling
Willing to carry out manual tasks	A passion for the Arts
Trustworthy and reliable	Experience in working with access requirements
Experience in managing evacuation procedures	Current First Aid training
Excellent communication skills	
IT skills	
Available to work evenings and weekends as required	



Terms and Conditions:

Terms: Full time, permanent position

Salary: £19,350 per annum

Hours: **Minimum 40 hours per week working Mon - Fri every week.**
Although subject to change with notice, core hours will normally be: 10.00 a.m. – 1800. You will be expected to work evenings and weekends as required according to the need of the building and other staff availability.

Holiday/Leave: 5.6 weeks pro rata initially, rising to 6.6 weeks after five years' service. Holidays must not be taken during December or January.

Pension: Eligible employees will be automatically enrolled in the *National Employment Savings Trust* (NEST) in accordance with the company's obligations under the Pensions Act 2008

Notice period: 6 weeks on each side.

Conditional Offer of Appointment: Pre-Appointment Checks:

Any offer to a successful candidate will be conditional upon:

- Receipt of at least two independent references, which are satisfactory to Bristol Old Vic. NB: References produced by candidates will not be accepted.
- Verification of identity and Right to Work in the UK.