

Assistant Front of House Manager

Department	Leisure and Culture
Pay Grade	G4
Responsible to	Front of House Manager

Role Purpose

To oversee and ensure that The Capitol gives first class customer service in all areas of contact with the public, including front of house and the box office and to oversee the day to day running of the venue in all areas as required. This post plays a key role in the operational management, acting as a duty manager of a public facility that is open 7 days a week, 363 days a year.

To manage the operational box office function.

Role Specific Responsibilities / Accountabilities

- To manage the public operation of The Capitol on a daily basis, for all elements of the customer interface, ensuring a high standard of service is maintained.
- To supervise and manage a large pool of casual staff.
- To assist in managing the box office at the venue and ensure it delivers the best possible customer experience.
- To manage the team of customer service assistants for film screenings and volunteer stewards for theatre shows ensuring that all staff are fully briefed for each event and understand all health and safety legislation.
- To act as Duty Manager for shows, films and events held at the venue which will include regular evening and weekend work.
- To ensure that all money received in the Box Office (and from other front-of house sales) is properly accounted for and that all tickets and merchandise items are sold in compliance with instructions issued.
- To monitor that all public parts of the building are safe and secure for use by building users and to ensure that as a minimum the daily checklist is completed.
- To reconcile all performances and to compile film and other box office returns; to maintain complete box office returns and supply such information as requested to the Manager.
- To undertake duties on behalf of the Venue and Productions Manager in the day-to-day control and management of the venue.

- To act as the representative of the management (when on duty), liaising with artists, companies and the general public and to present the best possible image of the venue at all times.
- To uphold the terms of the venue's licenses at all times when on duty.
- To ensure that good housekeeping practices are carried out to ensure The Capitol is tidy, clean and presentable for visitors.
- To carry out such other duties that may reasonably be required.

Knowledge, Skills and Qualifications

Minimum knowledge, skills and qualifications required to perform this role, relevant experience may be a substitute.

Essential Criteria

- Management experience of a public facility or performing arts venue
- Good working knowledge of Spektrix or equivalent ticketing software system
- Proven experience and knowledge of Health and Safety legislation relating to public buildings
- Experience of staff supervision
- Proven ability to work evenings and weekends as required
- Educated to A level or equivalent.
- Excellent written and oral communication
- Able to work within a team and as an individual
- Good supervisory/managerial skills
- IT literate, with experience of Microsoft Office software
- Experience of engaging with the general public
- Good time management and organisational skills

Appendix

Generic Employee Responsibilities / Accountabilities

- Engage and participate in delivering the corporate objectives of the Council and contribute to the collective leadership, development and management of the organisation to assist in the implementation and realisation of the Council's strategic objectives and Corporate Plan through the development of business plans.
- Participate in a culture of learning, collaborative working and excellence to build a culture of high performance, which inspires and supports the delivery of the Council's Corporate Plan.
- Ensure that all duties are carried out in compliance with relevant statutory processes, corporate policies and the Council's constitution.
- Proactively seek opportunities to improve ways of working by evaluating activities to determine what adds value and where necessary, implement those changes.
- Assist with the development of team members' skills and knowledge through a culture of learning, collaborative working and excellence to build a culture of high performance which inspires and enables people and supports the delivery of the Council's Corporate Plan and strategic objectives.
- Develop good working relationships with local people, local businesses, the voluntary sector, regional authorities, government and a wide range of other partners in order to promote the interests and uphold the reputation of the Council and so building a positive image of the organisation.
- Assist in the participation, recruitment, leadership and development of team members as required.
- Support in the management of budgets and resources ensuring that they are deployed effectively with robust internal controls to deliver intended outcomes in a manner which demonstrates value for money and compliance with relevant policies and guidelines.
- Contribute in the provision of advice and guidance to cabinet / Council, Scrutiny Committees and Advisory Groups to assist in supporting the translation of political objectives and priorities into coherent initiatives that will deliver their intended outcomes for Horsham District
- Promote equality, diversity, access to services and tackling discrimination both within and outside the Council to ensure there is a clear and consistent focus across the organisation and its partners in delivering an inclusive customer experience to all.
- Generally to comply with the Health and Safety policy and guidance ensuring the required mechanisms are used and to support the promotion of a culture of good health, safety and welfare, especially if nominated or appointed specifically to carry out simple checks at your place of work and log the activity.
- Follow the Council's safeguarding procedures and promote the welfare of children, young people and vulnerable adults across Council services.
- Assess risk management in service areas and follow reporting procedures, as appropriate, to minimise risks to the Council's operations.
- Follow and adhere to all Data Protection procedures and processes in accordance with relevant legislation ensuring all personal data of employees, members of the public and clients is used appropriately and retained within guidelines.
- The Returning Officer in this constituency is responsible for the election process. There is an expectation that Council employees will, as reasonably requested to do so, assist the returning officer in election processes.

- In the event of a major incident or disaster you may be required to provide assistance in whatever capacity necessary to provide the necessary organisation, co-ordination and supply of resources to support the local key emergency services.

Generic Employee Behaviours

Our behaviours framework links to our values and identifies the core knowledge, skills, behaviours and attitudes we require from our people to deliver services.

Customer Focus

- Deliver a high standard of customer services
- Develop effective customer relationships
- Improve customer service to meet local needs and aspirations

Achieving Excellence

- Strive to be excellent
- Deliver increasing efficiency / effectiveness
- Use tax payers' money wisely to deliver the highest quality services to the satisfaction of our customers

Our People

- Work collaboratively together as one team
- Invest in own performance and career and support colleagues
- Work creatively and responsibly