

Job Title	Front of House Supervisor
Job Family	Visitor, Business and Economy
Service Area	Service Delivery
Band	4
Job Reference	

Reporting to:	Responsible for:
Front of House Manager	Front of House Assistants Volunteers

Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and The Berry Theatre are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

This role is to oversee the customer service delivery across the organisation with the lead from the Front of House Manager. The focus will be on the achievement of ticketing, donation and hospitality targets set by the Front of House Manager and maximising commercial potential. This role will be required to support visitors working in our Box Office, Front of House and across our Café Bar and catering offer. This role is required to work across two venues.

Key Accountabilities

Visitor experience

- To supervise the implementation of a visitor experience policy in consultation with the FOH Manager.
- Ensure all visitors experience a warm welcome upon arrival to the venues, provide an excellent experience through immaculate presentation of public areas and outstanding customer service.
- Running briefing and training sessions set by the FOH Manager as required to the FOH staff and volunteers.
- To pro-actively encourage, co-ordinate and disseminate customer feedback.

Box Office & Bar Provision

- To communicate to the FOH team and supervise the Front of House Assistants, ensuring adequate staffing levels.
- To supervise robust cash-handling procedures and have responsibility for overseeing the banking and reconciliation of all sales income.
- To supervise the daily café and bar function across the venues, providing support to the Front

of House Assistants.

- To supervise stock taking, bar management and other duties as required

Finance & Commercial

- Support the FOH Manager in developing a high performing team with a focus on exceptional customer service with commercial skills and awareness.
- Manage the weekly banking and relevant reporting.
- Oversee all sales operations including ice creams and café bar sundries, programmes and any merchandise sales during performances, events and all other activities.
- Work with the Customer Service Officers and volunteers to deliver an efficient service maximising income generation and donations.
- Work with the FOH Manager to identify new opportunities for income generation.

Compliance

- To work with the FOH Manager to ensure that all Health & Safety checks & documentation including risk assessments for Front of House activities are up to date
- Provide a key role leading in evacuating the building in an emergency.
- To supervise the FOH team to make sure all policies and guidelines for Front of House activities are communicated and adhered to by internal and external partners.
- Ensure GDPR is always adhered to, reporting any breaches to the FOH Manager.
- Ensure compliance with all statutory council policies.

Resources & reporting

- Supervise the Front of House team across both venues and report any concerns to the FOH Manager
- Help the FOH Manager develop and grow the volunteer programme
- Supervise the organisation of staffing schedules for the Front of House team and Volunteers, conducting safety briefings where required.
- Provide monthly reports, financial reports and analysis on Front of House activity within budgets to ensure accurate financial management
- Liaise with internal departments and external contractors as required

Communication

- Effectively supervise relationships with existing and potential customers to provide a first-class service and professional experience encouraging repeat business.
- Build relationships with the FOH team members promoting a supportive culture based on excellence, professionalism and consistent communication
- Provide high quality detailed pre-event briefings to be carried out before every event to improve product knowledge and service delivery.

Other

- To act as a Fire Warden.
- The Front of House teamwork in close collaboration with the Marketing team to support our audiences and visitors through every step of their experience with us.
- Act as an ambassador for The Point, The Berry Theatre and Eastleigh Borough Council and represent the venue externally when required.

Key Objectives

Working with customers	Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Ability to quickly learn new systems.

Specific Tasks

Case Management skills	Able to use internal systems to raise cases and input data
Teamwork and working with others	Ability to work with a broad range of internal and external teams to forge effective working relationships
Enquiries, reports and service requests	Resolving cases using developed communication techniques.
Processing and administration	Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems, both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Recommending developments to council processes and policies and contribute to the development of service strategy.
Performance	Contribute to the development of performance and quality control KPI's in digital and support services.

Qualifications

Educated to relevant degree level (desirable) with demonstrable sales background

Knowledge, Skills and Experience

- High level of literacy, numeracy and computer skills
- Good knowledge of budgets and financial planning
- Excellent management and interpersonal skills
- Excellent verbal and written skills with attention to detail

Knowledge, Skills and Experience

- Ability to think creatively and anticipate, negotiate and solve problems to ensure the successful running of all venue hire spaces
- A strong customer service focus and desire to deliver an excellent experience with Experience in managing and training a customer service team
- A presentable, professional and approachable manner which sets an example for others to follow
- Proven experience in a similar role including demonstrable experience of point of sale or ticketing system.
- Evidence of business acumen and in particular commercial understanding and experience of income generation
- This role will require working some unsociable hours for which time off in lieu will be given for hours worked above contract.
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Specialist Knowledge

- Excellent knowledge and understanding of customer care and the drive to exceed expectations
- Interest in the arts
- Knowledge of box office, scheduling systems (essential)

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

Behaviours Framework

Central to the delivery of the role are the Council's values and behaviours and all employees are expected to work within the Council's Core Behaviours Framework. These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Generic Staff Behaviours	Definition
Adaptability & Flexibility	Respond positively to change and adapt own behaviour or work practices when there is a change in the work environment.
Customer Service	Demonstrating an understanding that customers and customer satisfaction are the foundations of the organisation's success.
Communication	The ability to communicate well through a variety of communication methods.
Personal Improvement (own learning & development)	The ability to see where personal improvements can be made, and the willingness to undertake development opportunities to achieve them.
Taking Responsibility and Achieving Results	The ability and willingness to focus on achieving individual and organisational goals.
Working with Others	The willingness to act as part of a team and work towards achieving organisational goals and outcomes.

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.