**JOB DESCRIPTION**

**Job Title** Venue Manager – Front of House

**Responsible to** Head of Operations and Commercial Services

**Responsible for** Front of House Staff

**Salary**  £26,000 per annum

**About Wilton’s**:

Wilton's Music Hall presents extraordinary theatre and music in the oldest Grand Music Hall in the world. Wilton's welcomes world-class artistic talent to the East End all year-round. We carefully produce and program productions for our unique building.

Welcoming world-class artistic talent to the East End, in in 2023 Wilton’s staged 294 performances of 45 productions, carefully selected for our magical building and seen by 65,000 people. Named the 5th most iconic building in London by Time Out, the unique spirit of Wilton's has captured the imagination of artists and the public alike for over 160 years.

**MAIN PURPOSE OF POSITION**

The Venue Manager – Front of House will work as the Front of House Manager at Wilton’s and be responsible for hiring, training and supervising the Front of House staff as well as the financial management of the Front of House team. The Venue Manager – Front of House will report to the Head of Operations and Commercial Services.

**DUTIES AND RESPONSIBILITIES**

**Venue and Duty Management**

* To duty manage our building, responsible for bar and Front of House team when on duty.
* Open and close the building when required and perform all appropriate checks.
* To Duty Manage weddings and private events as required.

**Front of House**

* Acting as FOH Manager (up to five shifts per week) and Duty Manager (up to two shifts per week) whilst also allocating sufficient hours a week to office responsibilities, including scheduling FOH staff and processing FOH payroll and attending the weekly scheduling meeting and inputting into Wilton’s Operations Rota.
* Leading on the management, training and scheduling of a dedicated group of Front of House managers and ushers to ensure that all Front of House duties are fulfilled to the best of the team’s abilities, in consultation with the Head of Operations and Commercial Services.
* Ensure that FOH checks and auditorium checks are completed by a FOH Manager for every performance at Wilton’s, this will include ensuring that Duty Manager’s reports and performance reports are filed for every show.
* Ensure that ushers have been fully briefed on H&S, evacuation procedures and latecomers policy, each time they are on duty.
* Printing seating layouts and filing in the buildings fire folder and liaising with Duty Technician about seating layouts and production specific FOH risk areas.
* Ensure there is always a competent Front of House team whenever Wilton’s is operational covering all spaces.
* Provide excellent customer service.
* Read, action and maintain the values upheld in Wilton’s policies including: Customer Care Procedure, Front of House and Box Office Training Manual, Equal Opportunities Policy, Health and Safety Policy Safe Working Practices and Child Protection Policy.
* Taking responsibility for weekly merchandise sales, including ensuring that merchandise is available and displayed and available from Wilton’s bars and that merchandise reports are shared with the General Manager and Administrator at the end of every run.
* To ensure the venue is tidy and presentable at all times when open to the public for performances and events.

**General**

* To undertake the role of Designated Premises Supervisor if required by the Head of Operations and Commercial Services.
* To hold a First Aid at Work certificate and provide first aid to staff and customers as required.
* To contribute to the Health and Safety policy and relevant procedures and be responsible for the implementation of suitable and sufficient method statements, risk assessments and standard operating procedures pertaining to the beverage business.
* To ensure that staff are suitably trained such as to ensure compliance, consistent delivery and a high standard of customer service. To deliver internal training as appropriate.
* To determine, promote and monitor customer service standards for all those working in the bar; to motivate staff to deliver agreed standards.
* To undertake any other duty as might reasonably be required by the Head of Operations and Commercial Services.

**REVIEW ARRANGEMENTS**

This job information cannot be all encompassing. It is inevitable over time that the emphasis of the job will change, without changing the general character of the job or the level of duties and responsibilities entailed. Consequently, this information will be periodically reviewed, revised and updated in consultation with the post holder to reflect appropriate changes.

**PERSON SPECIFICATION**

# Essential – practical (tested by application)

Experience of managing the front of house operation in either a theatre or a venue.

Experience of duty managing an equitable venue.

Experience of supervising casual staff.

Experience of recruitment and training of casual staff.

Experience of rota management.

Experience of controlling and reconciling programme and/or merchandise sales.

Good command of English, both written and verbal.

Understanding of UK Health and Safety and Licensing law.

# To be eligible to hold a Personal Licence.

**Essential – behavioral qualities (tested at interview)**

Passion for the customer experience.

Pride/drive for excellence.

Leadership.

Good communicator.

Well presented.

**Desirable**

Experience of working in a busy bar or restaurant.

To hold a Personal Licence.

To hold a Food Hygiene qualification.

To hold a First Aid at Work certificate.

**CONDITIONS**

Contract: Permanent

Hours: 40 hours per week to include evenings and weekends.

Annual Leave: The annual leave year runs from January to December, and you will be entitled to 25 days pro rata per annum plus bank holidays.

Notice Period: Two months

**APPLICATION FORM – VENUE MANAGER – FRONT OF HOUSE**

You may apply by enclosing a CV but please ensure it includes the information requested below.

Applications may be made in any format you feel most comfortable with (eg large print, tape, Braille or British Sign language on DVD or video). When using an alternative format, please use the same headings.

Applications can be sent by email or post but must arrive by 12.00 on Friday 1st August. Please send applications to:

Via email to – Mark Siddall: [m.siddall@wiltons.org.uk](mailto:m.siddall@wiltons.org.uk)

**Personal Details**

|  |  |
| --- | --- |
| Surname |  |
| Forenames |  |
| Title |  |
| Address |  |
| Postcode |  |
| Email |  |
| Phone/mobile |  |
|  |  |

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| **Employment History** | |
| **Present or most recent employment** | |
| Employer’s name, address and postcode |  |
| Current job title or position |  |
| Date appointed |  |
| Current salary |  |
| Notice period |  |
| May we contact you at work? | **Yes / No** |
| Brief description of your duties: | |
| **Previous employment** | |
| Please give details of employers, starting and leaving dates, position held and reasons for leaving. Please make copies of this sheet if you need extra space. | |
| Employer’s name, address and postcode |  |
| Date appointed |  |
| Leaving date |  |
| Job title or position held and main responsibilities |  |
| Salary |  |
| Reason for leaving |  |

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| **Education and Training** | | |
| Please give details of educational achievements or results, which you believe may be relevant to the post. If you are successful in gaining this post you will be required to produce original documentation for relevant qualifications. | | |
| Name and address of place of study or training (including any school/academic or on the job training) | Dates | Qualifications |
|  |  |  |
| **Your interest in the post** | | |
| Please tell us why you think you are the most suitable person for the job by referring to the job description and person specification. Also refer to any previous experience and transferable skills you think may be relevant. This may include voluntary work, community involvement, leisure interests or hobbies. Please continue/make copies of this page if necessary. | | |
| **References** | | |
| Please give the name of two referees, one of whom should be your present or most recent employer. We will not contact your referees without your express permission but any offer of employment will be made subject to satisfactory references. If you have any questions about this, or any other aspect of the application process, please contact us before you return the form. | | |

**Referee 1**

|  |  |
| --- | --- |
| Name |  |
| Position held |  |
| In what capacity did/do you know them (eg employer, line manager, tutor) |  |
| Contact address |  |
| Email |  |
| Phone |  |

**Referee 2**

|  |  |
| --- | --- |
| Name |  |
| Position held |  |
| In what capacity did/do you know them (eg employer, line manager, tutor) |  |
| Contact address |  |
| Email |  |
| Phone |  |

**Access requirements for interview**

We hope to interview during the week commencing 11th August and to appoint shortly thereafter. Since there will be a short turnaround time between shortlisting and interview, it would be useful to know if you have any access support needs for interview – please indicate below. Note that this has no bearing on the recruitment process and is purely to facilitate interviews.

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| **Criminal Convictions** |
| As this position could bring you into contact with children and/or vulnerable adults, it is necessary for you to have a DBS check prior to working with Wilton’s Music Hall. We will arrange for this check to take place and will cover all related costs. Please note that if you are unwilling to undertake this check or there is found to be a concern with the result, it will not be possible for you to work at Wilton’s Music Hall. |
| Do you have any current convictions, which have not been spent under the Rehabilitation of Offenders Act 1974?  If yes, please give details:  Please note that this will not necessarily disqualify you from being appointed. |

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| **Right To Work** |
| Do you have the right to work in the UK? **Yes / No**  If no, please give details:  If you are appointed to this post you will be asked to provide original documentary proof. |

**DECLARATION**

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| **Please note any false information given in this application will invalidate any resulting job offer**  **I consent to Wilton’s Music Hall holding the data above and confirm to the best of my knowledge that the information on this application form is true and correct and can be treated as part of any subsequent contract of employment:** |
| Name  Signature  Date |