

JOB PROFILE

Directorate:	Finance, Governance and Contracts
Service Area:	Town Hall
Job Title:	Front Of House Manager
Grade:	SO1
Post Number:	M545
Base/Location:	Loughborough Town Hall
Responsible To:	Town Hall Manager
Responsible For:	Duty Managers, Operations Assistant, Town Hall Assistants, Housekeeping staff.
Key Relationships/ Liaison with:	Town Hall Manager, Duty Managers, LTH Departmental Managers, Council Health & Safety Officer, External Hirers and Maintenance Contractors, Caterers, Events and Hire Officer, internal Finance team.

Job Purpose

- To effectively manage all front of house service delivery aspects of the Loughborough Town Hall theatre and events/banqueting engagements.
- To achieve the Business Plan aspirations, in accordance with the policies and priorities of the Council.
- Delivery of an effective and appropriate service to all service users, fairly and without discrimination.

Main Duties and Responsibilities

1.	To manage the smooth running of all operational service delivery duties for performances, events and activities taking place at Loughborough Town Hall.
2.	Manage the purchase and delivery of all bar/banqueting/hospitality/catering service for the venue, liaising closely with staff and the catering contractor to ensure a quality service is delivered at all times.
3.	To assess, manage and deliver opportunities for commercial development within the Operations team, to increase income and new revenue streams in areas including merchandise, Bar, programmes, catering and ancillary spend options.
4.	To manage the bars service including control of stock, staffing, cash handling and reporting to ensure all financial procedures are adhered to.
5.	To hold the venue premises license as a personal license holder, and maintain other licenses required to meet all statutory obligations and ensure that the venue's Health and Safety policy is being effectively implemented at all times.
6.	To line manage and motivate the Front of House team including Duty Management staff, Operations Assistant, Town Hall Assistants and Housekeeping staff in line with

	Council HR guidance and industry best practice.
7.	The post holder is expected to carry out regular Duty Management shifts in order to lead by example and support event delivery. It would be expected that this would as a minimum include at least 1 weekend and 2 evening shifts per month.
8.	To support the Town Hall's customer care policy, including dealing with all customer complaints, to ensure the highest possible standard of service to customers of the venue and to support the wider council attainment of Customer Service Excellence.
9.	To oversee high standards of appearance and cleanliness across all front of house/event space/public areas to ensure the venue is 'show ready', through the effective management of the Housekeeping team.
10.	To undertake and chair weekly venue operations meetings with key departments to ensure efficient communication of information throughout the building.
11.	To oversee the Operations department budget spend, in line with agreed limits and with strong budgetary management, alongside attaining annual income targets within the team.
12.	Responsible for all associated HR processes relating to the recruitment of staff and personal reviews for all reporting staff.
13.	To support the Town Hall Manager in ensuring relevant legal obligations are met at all times by staff and public, including the theatre's Premises Licence, Wedding License and the Health & Safety at Work Act.
14.	To manage Health and Safety and its implantation for Front of House activities, including the review and creation of Risk Assessments, event-specific security, the venue bar, public areas and event spaces.
15.	The postholder will be required to undertake such other duties commensurate with the grade, and / or hours of work, as may be reasonably be required.
16.	Responsible for protecting and managing information securely, and reporting breaches or suspected information security breaches, in line with Council policies.

Special Factors

- The nature of the work will involve the jobholder carrying out work outside of normal working hours.
- This role requires the post-holder to be the Designated Premises Officer for the venue. Should any Premises License training be required, all training costs will be covered by the employer.

This job description sets out the duties and responsibilities of the job at the time when it was drawn up. Such duties and responsibilities may vary from time to time without changing the general character of the duties or the level of responsibility entailed. Such variations are a common occurrence and cannot in themselves justify a reconsideration of the grading of the job.

Charnwood Borough Council is seeking to promote the employment of disabled people and will make any adjustments considered reasonable to the above duties under the terms of the Equality Act 2010 to accommodate a suitable disabled candidate.

Prepared by: Town Hall Manager

Date: September 2024

Directorate:	Leisure, Waste and Environment
Service Area:	Town Hall
Job Title:	Front of Houser Manager
Grade:	SO1
Post Number:	M545

	Essential	Desirable
<u>Qualifications</u>		
Educated to A level standard	✓	
Or		
Demonstrable experience identified within the section below.	✓	
First Aid at work	✓	
IOSH/H&S Qualification		✓
Personal License holder (or agreement to attain one upon commencement of the role)	✓	
SIA Certificate		✓
<u>Experience</u>		
Relevant experience of duty management in a events/theatre focused business / venue.	✓	
Experience of managing a public bar and catering service.	✓	
Management and development of staff including variable hour employees.	✓	
Experience of dealing with external contractors.	✓	
Appropriate experience of developing and delivering customer care practices.	✓	
Budget Management.	✓	
Experience of working in a local authority environment.		✓

	Essential	Desirable
Delivery of Customer Service Excellence.		✓
Understanding of retail sale, ideally show merchandise related.		✓
<u>Skills / Knowledge</u>		
Proven track record in financial management including income generation alongside budget management skills.	✓	
Ability to use basic computer software to complete tasks highlighted in the specification.	✓	
Ability to plan efficiently and to be able to deliver and communicate plans.	✓	
Understanding of Health and safety within medium sized venues including knowledge of the Fire Regulations 2005 and experience of completing associated risk assessments.	✓	
Experience of creating and updating Risk Assessments	✓	
Experience of managing the relationship/partnership with catering providers including their on site staff.		✓
Knowledge of licensing in a theatre and events environment.		✓
Awareness of the Equality Act 2010 and its impact upon customer service.		✓
Experience of Security staffing and planning and its impact upon a theatre/events.		✓
<u>Interpersonal Skills</u>		
Excellent organisation and planning skills.	✓	
Excellent oral and written communication skills.	✓	
Ability to influence and motivate others in order to inspire trust and confidence.	✓	
High levels of enthusiasm and commitment.	✓	
Ability to cope with pressurised situations.	✓	
The ability to think creatively and strategically	✓	
<u>Other requirements</u>		
An understanding of, and commitment to equal opportunities, and the ability to apply this to all situations.	✓	

	Essential	Desirable
Must be able to perform all the duties and tasks of the job with reasonable adjustments, where appropriate, in accordance with the provisions of the Equality Act 2010.	✓	
Able to be flexible within contracted hours to deliver evening and weekend events.	✓	

Prepared by: Town Hall Manager
Date: September 2024