

JOB DESCRIPTION

FRONT OF HOUSE & BOX OFFICE MANAGER

Reports to: The North Wall General Manager

Responsible to: The North Wall Trustees

Contract: Permanent

Salary: £30,000

Contracted hours: Full-time, with core hours of 40 per week. Hours will involve regular weekend and evening working. A flexible approach is essential as hours will vary on a week-to-week basis. There may be occasions when extra hours are needed, for which time off in lieu will be given at a mutually convenient time.

1. Role Purpose

The FOH & Box Office Manager has responsibility for front of house and box office operations in The North Wall, and also assists with a range of day to day administrative and marketing tasks.

2. Role Dimensions and Scope for Impact

The post holder will cover Duty Manager shifts for performances and functions as required, and will take specific responsibility for box office management, bar operations, and for managing and scheduling FOH staff rotas, and front of house volunteers. The post holder is responsible for handling box office and bar takings, stewarding gallery exhibitions and maintaining the tidiness and security of the building.

3. Principal Accountabilities

Front of House

- Overall responsibility for managing The North Wall's team of front of house volunteers, including recruitment; training; managing all communications and event sign-ups and ensuring that legally acceptable numbers of staff are always in place for each event.
- Line-managing the Deputy FOH Manager and Casual FOH Supervisors
- Coordinating and managing the FOH rotas for permanent and casual staff members.

Box Office

- Overall responsibility for managing the Ticketsolve box office system, creating events and putting them on sale, managing events sales reports for external companies, and managing ticket discounts and complimentary ticket allocations.
- Liaising regularly with the General Manager and St Edward's Accounts departments in relation to box office reconciliations and discrepancies
- Dealing with customers on the phone and face to face to sell tickets
- Using the North Wall's Ticketsolve box office system to manage customer records and run daily and weekly reports as needed.

Bar

- Managing all bar operations, including ordering stock, stock take, stock rotation and bottling up and keeping the bar area clean and tidy.
- Managing the bar budget and logging and reconciling all takings, event by event.

Event Management

- Taking charge of the theatre, and providing a presence in the foyer when on duty
- Keeping all Front of House areas clean and tidy
- Providing a high standard of customer care to all users of and visitors to the building
- Being familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation in the event of a fire or other emergency (Fire Marshall training will be provided if necessary)
- Acting as the designated First Aider when on duty (training will be provided, if necessary)
- Securing the building at the end of a shift
- Carrying out all pre-show checks, ensuring exit routes are clear, the auditorium is clean and tidy, and seats are appropriately numbered
- Managing the box office, including door sales and customer check-in
- Overseeing sales of programmes and/or merchandise
- Setting up the bar, maintaining stock levels and assisting as needed
- Supervising and briefing volunteer ushers
- Completing the event report
- Dealing with event or project publicity and promotion as directed by the Deputy Director.

Gallery

- Overseeing stewarding public exhibitions in The North Wall Gallery space.
- Providing information to and acting as a point of contact for gallery visitors.
- Being on duty during private views and dealing with any gallery sales during that time and during exhibition periods.
- Working closely with the Gallery Manager to ensure smooth administrative management of all gallery exhibitions.

Premises

- When on duty, being responsible for security in the building, including the flow of people allowed onto the premises during the day.
- With Theatre Technical staff, sharing responsibility for lock up procedures and security in the building.
- Checking that the fabric and resources of The North Wall building and equipment are kept in good order and reporting maintenance issues to the Estates Department.
- Liaising with Domestic Services regarding cleaning issues, and ensuring the building remains clean and tidy

Administration

- Dealing with a wide variety of visitors and a range of public enquiries in person, telephone or email.
- Assisting with administrative tasks as requested by other members of the staff team (time permitting).
- Assisting with tasks related to in house and producing projects (time permitting).

- Assistance with events run by St Edward's School within the venue, in particular those run by the Academic and Extra Curricular Drama departments, which are based within the building.
- Other duties as reasonably requested.

Other Duties

- Whilst every effort has been made to explain the main duties and responsibilities of the post, each individual task undertaken may not be specifically identified. You may be therefore required to undertake other tasks and duties that commensurate with the grade and nature of the role and/or in the reasonable discretion of The North Wall.
- This job specification is current at the date shown. It will be reviewed from time by The North Wall Director to ensure that it remains current and The North Wall reserves the right to make reasonable changes.

4. Key Performance Measures

- Customer Satisfaction - repeat customer rate, customer feedback scores, complaints resolution time/reduction
- Operational efficiency – reduction in staff turnover
- Financial efficiency – concessions sales, ticket sales
- Customer flow and experience – queue management efficiency

5. Knowledge, Skills, Experience and Personal Attributes

Qualifications

First Aid certificate or willingness to undergo training	Essential
Fire Marshall training (or willingness to undergo training)	Essential
Management training	Desirable

Knowledge and understanding

IT literacy, including some experience of Microsoft Word and Excel	Essential
A personal interest in the arts, and understanding of the ideals and goals of an arts organisation	Desirable

Skills

Excellent spoken and written English and strong communication skills: face to face, telephone and online, and the ability to deal effectively with a wide variety of customers	Essential
Strong organisational skills	Essential
Ability to take charge, lead and manage situations involving many different people	Essential
Accuracy and an eye for detail	Essential
The ability to work well as part of a team, but also to use initiative and to work autonomously, as necessary	Essential

Experience

Experience working a busy public-facing role	Essential
Administrative experience	Essential
Experience of cash handling and reconciliation	Essential
Experience supervising staff or volunteers	Essential

Keyholding experience	Desirable
Experience working in a theatre front of house role	Desirable
Experience using box office software	Desirable

Personal attributes

Commitment to safeguarding children and young people	Essential
Commitment to continuous professional development	Essential
Willingness to commit to the School's aims and values	Essential
Commitment to equity, diversity and inclusion and understanding how this applies to the role	Essential
Reliability and flexibility, particularly regarding varied working hours	Essential
Enthusiasm, motivation, good humour and a positive, can-do attitude to the role and its task	Essential
A calm, capable and unflappable manner when dealing with busy events and members of the public	Essential
Accuracy and an eye for detail	Essential
Willingness to undergo training on all aspects of the role	Essential
Strong commitment to customer care, and a desire to give all users of The North Wall the very best experience possible	Essential
Willingness to learn and adapt to changing technologies	Essential

6. Confidentiality and Data Protection

In the course of their employment, staff may have access to confidential information relating to pupils and their families, or to the general business of the School, and they are required to exercise due consideration in the way in which they use such information. A strict code of confidentiality must always be respected and followed. The School is registered as a Data Controller with the Information Commissioner's Office (ICO) for the purposes of UK General Data Protection Regulation (UK GDPR) and staff must not at any time use the personal data held by the School or disclose such data to a third party. Staff should not act in any way which might be prejudicial to the School's interests.

7. Child Protection at St Edward's

St Edward's is committed to safeguarding and promoting the welfare of children and young people and we aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the School must receive enhanced clearance from the Disclosure and Barring Service.

8. Health and Safety

The School is obliged, so far as is reasonably practicable to provide safe and healthy conditions and safe systems of work for all employees which prevent risk to health, safety and welfare. You are required by health and safety legislation to take reasonable care for your own health and safety and for the health and safety of others. Employees must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

9. Hours of Work

Hours of work will depend on incoming productions and other uses of the spaces. Due to the nature of the job, there will be periods of intense production work followed by less intense periods. Commitments will involve some unsocial working hours, especially during production periods. This will be balanced out where possible with lighter shifts during the day and outside these periods; time off in lieu will be offered where the demands of the job allow - although this will vary from season to season, or even from week to week. A highly flexible approach is therefore required. The School will not require the post-holder to work more than an average 40 hours each week, nor will the hours worked infringe their rights under Working Time regulations.

10. Holiday

Annual holiday entitlement is 30 days per year plus bank holidays (although please note that bank holidays which occur during term time may well be working days, for which time off in lieu will be given). The holiday year runs from 1st September to 31st August. All holiday should be authorised by the General Manager.

11. Pension

The role is eligible for membership of the School's pension scheme for support staff. This is a defined contribution pension scheme offering the following three tiers:

	Employee contribution rate (‘You’)	Employer contribution rate (St Edward’s School)
Tier 1	5%	8%
Tier 2	7%	10%
Tier 3	9%	12%

12. Probationary period

The appointment is subject to a probationary period of three months.

13. Organisation Chart

The North Wall Trust is a charity operating from The North Wall Arts Centre, reporting to a board of trustees. St Edward's School is the principal sponsor of The North Wall Arts Centre, and the parent company of The North Wall Trust.

