



### Job description for Front of House and Bar Manager

The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

<b>Summary of the role:</b>	The Bar and Front of House Manager is responsible for the management of all aspects of the bar from staffing to sales and budgetary control. They are required to manage the front of house operation to create a welcoming and safe environment for all patrons to the theatres and to ensure there are sufficient and appropriately trained ushers available for all performances including evenings, weekends and matinees.
<b>Line management responsibility for</b>	<ul style="list-style-type: none"><li>• Bar Staff</li><li>• Front of House Staff</li></ul>
<b>Duties and responsibilities</b>	<ul style="list-style-type: none"><li>• Promoting and safeguarding the welfare of children and young persons for who you are responsible and with whom you come into contact</li><li>• To serve patrons in the bar during performances</li><li>• To enforce all appropriate licensing regulations.</li><li>• To ensure at all times the Health and Safety of all staff/visitors &amp; patrons</li><li>• To provide a welcoming environment to the Bar/Foyer area.</li><li>• To ensure that all Bar opening/closing procedures are carried out correctly.</li><li>• To have a full operational knowledge of, and be able to carry out, all manual ordering and stocktaking processes, including restocking the bar (which involves some physical work), maintain correct storage of all consumables and beverages, and to be able to deal with all service related matters regarding the sale of alcoholic/non-alcoholic beverages.</li><li>• To manage bar budget and maximise revenue potential (within the scope of any licensing laws) to meet expected annual sales</li></ul>

targets.

- To produce a monthly bar report detailing monthly stock figures in and out, including a full breakdown of sales for all items sold, profit and loss margins, waste etc.
- To ensure bar management procedures and duties (including maintenance of dispensing equipment) are conducted regularly, effectively and safely.
- To ensure the bar equipment/bar area is clean, safe and hygienic.
- To work proactively and effectively with a wide variety of people including ad-hoc bar staff, Heads of Departments, Front of House staff, reception staff, licensing authorities, suppliers and trades people such as electricians and refrigeration specialists.
- To ensure problems/faults with any of the equipment in the bar are dealt with quickly so that service suffers minimal impact, and ensure Head of Production is kept informed of any equipment issues.
- To reconcile nightly income making sure all associated paperwork is accurate in relation to takings and stock used.
- To liaise with Head of Production and Box Office Manager to gain knowledge of potentially busy nights to ensure appropriate levels of service are provided.
- To maximise sales whenever possible but always within social responsibilities and to ensure that at ALL TIMES the bar operation and any ad-hoc bar staff abide by and enforce the appropriate licensing regulations.
- To ensure adequate staffing of the bar on show nights, and reconcile on a monthly basis the Ad hoc bar staff invoices and pass to Head of Production for authorisation.
- To monitor the front of the building at the end of any busy night to ensure students, staff and visitors leave in a quiet and calm fashion so as not to disturb neighbours.

**Front of House Duties:**

- To provide a safe and welcoming environment for all visitors to the theatres.
- To perform the role of Front of House manager for performances, plus other events including education activities and hires.
- To train if required and organise/supervise appropriate front of house staffing and volunteers, ensuring there are sufficient numbers for all activities.
- To ensure the Health and Safety of staff and visitors to the theatres and premises are maintained at all times and to the highest standards.
- To maintain all public areas ensuring they are safe, clean and presentable.
- To ensure a high standard of service to all visitors.
- To deal effectively and efficiently with customer enquiries.
- To have a commitment to the work of ArtsEd.

Person Specification

	Essential	Method of assessment
	These are qualities without which the Applicant could not be appointed	
Qualifications / Licences	<p><i>The professional, technical or academic qualifications that the Applicant <b>must have</b> to undertake the role or the training that they <b>must have</b> received</i></p> <ul style="list-style-type: none"> <li>• Personal Licence (to manage a bar)</li> <li>• First Aid</li> <li>• Fire Marshall</li> <li>• Clear DBS</li> </ul>	<p>Production of the Applicant's certificates</p> <p>Discussion at interview</p> <p>Independent verification of qualifications</p>
Experience	<p><i>The categories of work or organisations, types of achievements and activities that would be likely to <b>predict</b> success in the role</i></p> <ul style="list-style-type: none"> <li>• Front of House experience, preferably within a theatre setting</li> <li>• A proven track record (1-2 years) of working with the public, preferably within an arts or educational environment.</li> <li>• Experience of managing a bar</li> <li>• Experience of managing staff.</li> <li>• Experience of cash reconciliation.</li> <li>• Experience of managing Health and Safety and emergency procedures.</li> </ul>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
Skills	<p><i>The skills <b>required</b> by the Applicant to perform effectively in the role</i></p> <ul style="list-style-type: none"> <li>• Excellent customer service skills.</li> <li>• Excellent interpersonal skills.</li> <li>• Able to troubleshoot and deal with any service issues</li> <li>• Excellent numeracy skills</li> <li>• Budgeting skills</li> <li>• IT Skills</li> <li>• Able to operate a till</li> </ul>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>

<p><b>Personal competencies and qualities</b></p>	<p><i>The personal qualities that the Applicant <b>requires</b> to perform effectively in the role and to ensure that the Applicant safeguards and promotes the welfare of children and young people</i></p> <ul style="list-style-type: none"> <li>• Strong interest in Theatre and Performing Arts</li> <li>• Can do and flexible attitude</li> <li>• Able to lead a team</li> <li>• Professionalism</li> <li>• High standards of appearance and professionalism and able to inspire these qualities in team</li> </ul>	<p>Contents of the application form</p> <p>Interview</p> <p>Professional references</p>
---	---	---