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JOB DESCRIPTION

FRONT OF HOUSE SUPERVISOR

Responsible to:	Front of House and Venue Managers, Duty Managers.
Responsible for:	Front of House Team & Front of House Volunteers
Key relationships:	Technical and Production Manager, Deputy Technical Managers, Sales & Ticketing Manager, Marketing & Communications Manager.
Locations:	<ul style="list-style-type: none">• Southwark Playhouse, 77-85 Newington Causeway, London SE1 6BD• Southwark Playhouse Elephant, Dante Place, 80 Newington Butts, London SE11 4FL
Contract Type:	4 months, part-time.
Hours:	8 hours per week. Saturdays 1pm - 9pm
Salary:	£13.50 per hour, paid monthly on the 28th of each month
Annual Leave:	28 days in the first year, pro rata, including bank holidays, increasing with length of service thereafter
Probationary Period:	3 months
Notice Period:	1 months (2 weeks during probation period)

JOB CONTEXT

Southwark Playhouse has been creating and presenting theatre for almost 30 years. It has championed and showcased work by a diverse array of new and emerging artists and companies. It prides itself on being firmly rooted in its community as a creative hub and home for local people.

2023 has been an exciting time for the organisation as it opened its second venue, the newly built theatre at the Elephant and Castle, alongside its current premises. This created an additional 250+ seat studio space and a dedicated youth and community space alongside its existing two performance spaces and rehearsal space.

It will be an exciting and challenging time for a dedicated and passionate team to develop an efficient and sustainable model for running the two venues within the organisation's means.

JOB PURPOSE

To support and, where appropriate, deputise for the Front of House and Venue Managers in delivering a first-class audience and visitor experience at Southwark Playhouse. The role will largely be practical, requiring you to manage the front of house operation during public open hours which are predominantly evenings and weekends.

DETAILED DUTIES & RESPONSIBILITIES

Visitor Experience

- To ensure a safe, comfortable and welcoming experience for all visitors to Southwark Playhouse venues during public open hours.
- To ensure an efficient, friendly, and profitable bar, café and kitchen operation.
- To serve on the bar as and when necessary.
- To help manage queues to ensure a smooth experience for visitors.
- To assist the duty manager during public opening hours, looking after the safety of the public and assisting with any potential evacuations.
- If required assist the Box Office and Welcome team, scanning tickets or dealing with customer queries.

Facilities

- Keeping all storage, service areas and front of house areas clean and tidy at all times.
- Identify and report on all arising repair and maintenance issues to the duty manager.
- Ensure that all fixtures and fittings are used safely and appropriately, according to manufacturers' recommendations.

HR

- Assist the duty managers with managing the Front of House team on shift.
- To provide cover for the duty managers during their break times.
- Assist the duty managers with the Volunteer Ushers, offering them a positive experience but also ensuring they fulfil an important and necessary function.

Financial

- Ensuring the accurate and responsible use of the till systems by all front of house and box office staff.
- Supporting Front of House and Venue Managers in identifying initiatives to help improve the visitor experience and/or ways to maximise income.

Policies and Procedures

- Ensure that all organisation and statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with.
- Ensure the bar and kitchen is run in accordance with Health and Safety, Licensing and Hygiene legislation and that staff understand the rules and regulations regarding selling food and alcoholic beverages.

Communications

- Deal with audience feedback in an understanding and professional manner, and within reason, aim to resolve any issues arising quickly and effectively. Report any issues to the duty manager.
- Collaborate and maintain clear lines of communication with the Technical Department and the Visiting Company stage management team throughout public performance times.
- Ensure company communication policies are adhered to throughout the front of house department.

General

- Ensuring that regular, clear and concise record keeping is carried out through all aspects of the Front of House Department.

- Actively participating within the organisation, regularly reporting on issues and successes, and providing constructive feedback to other departments.
- Ensure organisation wide policies are adhered to at all times and enforce these policies with staff and visitors.

In addition, to undertake any other duty or responsibility that may reasonably be allocated by the organisation. It is a requirement of the charity that all staff work in a flexible manner compatible with their jobs and in line with the objectives the charity must fulfil. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.

PERSON SPECIFICATION

Essential

- At least 1 years' experience of working in a front of house role.
- Excellent proven customer service skills
- Ability to exercise initiative, take personal responsibility and resolve issues independently.
- A positive, solution focused attitude to work.
- Excellent verbal and interpersonal and good written communication skills
- An understanding of access and disability issues
- Strong organisational, time management and prioritisation abilities working effectively under pressure and the flexibility to adapt quickly to demands
- An interest in the arts, learning and leisure industry and an enthusiasm for working in a socially engaged and culturally diverse environment,
- Flexibility in relation to duties and working hours which will include evenings and weekends

Desirable

- Experience in supervising
- Knowledge of Health & Safety and licensing law and regulations with experience of implementing and monitoring safe working practices.
- A valid first aid at work certificate
- SIA badge holder (Security Industry Authority)
- Previous experience providing a community focused service
- Qualifications in health & safety, fire safety, first aid
- Personal license holder
- Previous experience working in a theatre or arts environment.

Benefits

- Complimentary staff tickets for shows, subject to availability and policy
- Discounts at Southwark Playhouse Bars and Cafés
- Interest-free season ticket loan
- Cycle to Work Scheme
- Pension scheme with Smart Pension
- 28 days' annual leave (including bank holidays), pro rata, increasing with length of service