

Candidate Information

Position: Deputy Front of House Managers
School/Department: Eventus and Culture and Arts
Reference: 21/109014
Closing Date: Monday 19 July 2021
Salary: £18,342 - £21,236 per annum
Anticipated Interview Date: Tuesday 27 July 2021

JOB PURPOSE:

To assist the QFT Operations Manager by overseeing the day to day aspects of Queen's Film Theatre operations and delivery of the public programme ensuring it is run in an efficient and high quality manner within current legislative and procedural guidelines. The postholder will be required to deal with all aspects of Front of House management under the guidance and direction of the Operations Manager and Head of QFT.

MAJOR DUTIES:

1. To deputise for the QFT Operations Manager and to provide the primary point of contact for all Front of House management aspects of QFT as and when required.
2. While on shift, to manage all aspects of venue safety, customer service and day to day operations.
3. To oversee bar operations, planning the operation of the bar on a weekly basis. To assume responsibility for the quality of bar service provided by the bar team, in collaboration with QFT Operations Manager.
4. To liaise with QFT marketing and programming staff to develop and promote a range of bar specialties aimed at increasing income and improving customer experience.
5. Oversee the stock management for bar by setting and maintaining appropriate stock levels, ordering, receipting and ensuring correct storage of all bar stock.
6. To ensure all aspects of bar operations are being delivered in a cost effective manner including pricing, profit margins and operating costs, contributing to the overall QFT Business Plan.
7. Work with QFT Operations manager to assist with Rota's, time sheets and payroll tasks.
8. Assist with recruitment, training and development of staff. Ensure that all staff are fully trained and briefed in all aspects of QFT operations and customer service.
9. To carry out day to day and other routine box office duties as requested including ticket sale, reporting, records maintenance and customer enquires in liaison with the QFT Operations Manager.
10. To Liaise with QFT Operations Manager regarding venue safety. Carry out regular Health & Safety checks, Fire Safety checks and complete relevant risk assessments.
11. To assist with scheduled deliveries and collections from QFT, in liaison with QFT Operations manager.
12. To assist the QFT Operations Manager and the Technical team in effective and high quality delivery of all aspects of the QFT programme.
13. To operate QFT Projection equipment, including turning on and off projection equipment on a regular basis and to troubleshoot in the absence of technical staff.
14. To assist QFT Operations Manager and other colleagues in delivery of private hires, schools screenings and other events.
15. To ensure that QFT operations comply at all times with Health and Safety and Licensing regulations including those governing safe evacuation procedures, film certification and entertainments.
16. Carry out any other duties which are appropriate to the post as may be reasonably requested by the Head of QFT and other senior departmental staff.

Planning and Organising:

1. Coordinating and managing all details of day to day operations at QFT while on shift.

2. Organising daily, weekly and monthly tasks relating to general operations and specific bar operations.
3. Planning ahead for forthcoming events at QFT.
4. Assisting the Head of QFT, QFT Operations Manager and other senior staff in planning for future work so that resources are available to meet specific objectives.

Resource Management Responsibilities:

1. Management of bar product lines to achieve set out goals for income and profit margin.
2. Coordination and management of all Front of House staff while on shift.
3. Coordination of all resources required for effective operation of QFT.
4. Monitor and replenish stock levels following set ordering procedures.

Internal and External Relationships:

1. Daily or weekly liaison with QFT Operations Manager, QFT staff.
2. Monthly liaison with wider University colleagues e.g. Eventus, Culture & Arts, DARO, Students' Union.
3. Daily liaison with QFT customers, patrons, suppliers and contractors.
4. Deal with frequent, wide ranging external contacts (including Press and VIPs) requiring high level customer service and professionalism.
5. Attend external meetings and conferences when required.

ESSENTIAL CRITERIA:

1. 5 GCSEs at Grade C or above or NVQ Level 2 (or equivalent) in a relevant subject.
2. Minimum 12 months' relevant bar or cinema experience in a supervisory role within a customer facing catering environment to include:
 - Experience of using computerised box office system, EPOS, cash handling and dealing with customers.
 - Experience of dealing with the general public.
3. Good numeracy skills.
4. Ability to manage a number of different projects simultaneously.
5. Excellent written and verbal communication skills.
6. IT Literacy and ability to use a range of computer packages.
7. Ability to provide effective service, including customer service, to require quality standards.
8. Able to work effectively under pressure.
9. Self-motivated and able to work on own initiative.
10. Ability to work as part of a team.
11. Flexible, willing to adapt to new tasks and duties.
12. Must be flexible to work evenings and weekends. The role will as part of a rota covering daytime and evening shifts, seven days a week. This pattern may vary depending on business requirements.

DESIRABLE CRITERIA:

1. A Levels.
2. Level 2 Food Safety Award.
3. 2 years' experience of bar management or supervision.
4. Relevant experience of working in an arts or cultural venue.
5. Experience managing events.
6. Demonstrable interest in film, arts and cultural industries.
7. Interest and enthusiasm for bar operations, knowledge of trends in the bar industry.