



Candidate Information

Position: Deputy Front of House Manager (Bar), QFT
School/Department: Eventus and Culture and Arts
Reference: 22/109994
Closing Date: Monday 1 August 2022
Salary: £18,852 - £21,686 per annum plus 18% shift allowance
Anticipated Interview Date: Tuesday 16 August 2022

JOB PURPOSE:

As part of the Front of House Management team, the Deputy Front of House Manager (Bar) will 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 have responsibility for bar operations including menu, ordering and stock management. 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. The postholder will have responsibility for bar operations including menu, ordering and stock management. This post is eligible for shift for a shift allowance of 18%.

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. 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.
6. Oversee the stock management for bar by setting and maintaining appropriate stock levels, ordering, receipting and ensuring correct storage of all bar stock.
7. To assist with scheduled deliveries and collections from QFT, in liaison with QFT Operations manager.
8. Ensure that all staff are fully training and briefed in all aspects of QFT operations and customer service. Work with QFT Operations manager to assist with Rota's, time sheets and payroll tasks.
9. To Liaise with QFT Operations Manager regarding venue safety. Carry out regular Health & Safety checks, Fire Safety checks and complete relevant risk assessments.
10. 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.
11. 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.
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 assist QFT Operations Manager and other colleagues in delivery of private hires, schools screenings and other events.
14. 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.
15. 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.

ESSENTIAL CRITERIA:

1. 5 GCSEs at Grade C or above or NVQ Level 2 (or equivalent) to include Maths and English Plus a minimum of 1 year's vocational experience in a relevant field OR; *Applicants without the relevant qualification but demonstrates 2 years vocational experience in a relevant field will also be considered.
2. Minimum 12 months' relevant bar or cinema experience in a supervisory role within a customer facing environment to include:
 - Experience of using EPOS, cash handling and dealing with customers.
 - Experience of dealing with the general public.
 - Ordering stock and stock management.
3. Strong 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. Proficient use of Excel and Outlook. Interest and enthusiasm for bar operations, knowledge of trends in the bar industry.
8. Ability to provide effective service, including customer service, to require quality standards.
9. Able to work effectively under pressure
10. Ability to present information in a clear and precise way, using Office packages.
11. Self-motivated and able to work on own initiative.
12. Ability to work as part of a team.
13. Flexible, willing to adapt to new tasks and duties.
14. 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. Business or hospitality related qualification or A Level (or equivalent) qualifications in IT, Maths.
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 of using box office systems.
6. Experience managing events.
7. Demonstrable interest in film, arts and cultural industries.