

Candidate Information

Position: Deputy Front of House Manager, Queen's Film Theatre
School/Department: Student and Campus Life
Reference: 24/111865
Closing Date: Monday 20 May 2024
Salary: £25,641 - £26,973 plus 18% Shift Allowance
Anticipated Interview Date: Wednesday 29 May 2024

JOB PURPOSE:

As part of the Front of House Management (FoH) team, the Deputy Front of House Manager 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 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.

This post is on campus and includes a shift allowance of 18%.

MAJOR DUTIES:

1. Act as primary point of contact for all Front of House management aspects of QFT and deputise for the QFT Operations Manager as and when required.
2. While on shift, manage all aspects of venue safety, customer service and day to day operations.
3. To oversee and produce the weekly FoH staff rota for QFT, including the scheduling of casual workers as required.
4. Assist the QFT Operations Manager with the processing of QFT payroll including contracted staff hours, overtime and shift allowance.
5. To offer assignments to QFT's casual workers, ensuring all workers are compliant on the QWork system. Approve casual worker timesheets as and when required.
6. To carry out day-to-day and other routine box office duties as requested including ticket sale, reporting, records maintenance and customer enquiries in liaison with the QFT Operations Manager.
7. To assist the QFT Bar Manager and QFT Operations Manager with stock management of QFT bar by setting and maintaining appropriate stock levels, ordering, receipting and ensuring correct storage of all bar stock. Assist with scheduled deliveries and collections from QFT.
8. To assist the QFT Operations Manager and Private Hire Co-Ordinator with the delivery of events in QFT, including private functions and weddings.
9. Ensure that all staff are fully trained and briefed in all aspects of QFT operations and customer service.
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 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 always comply 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 QFT Operations Manager and other senior departmental staff.

ESSENTIAL CRITERIA:

1. Relevant academic and/or vocational qualification to include English and Maths (eg GCSE, O Level, NVQ Level 2) plus demonstrable relevant experience in a paid supervisory role within a customer facing in a Cinema, Leisure, Arts or Hospitality environment OR in the event you do not meet the qualification criterion, the university will consider applicants with significant relevant experience in a paid supervisory role within a customer facing Cinema, Leisure, Arts or Hospitality environment.
2. Relevant experience to include:
 - Experience of using EPOS or Box Office Systems.
 - Processing of cash & card payments.
 - Processing of membership or Gift Voucher sales.
 - Dealing with customer queries: in person, online and on the telephone.
 - Experience of dealing with the public.
 - Producing staff rotas.
 - Ordering stock for a venue or retail setting.
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. Ability to provide effective service, including customer service, to required 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 days, evenings and weekends and public holidays. The role will be part of a rota covering irregular daytime and evening shifts over a seven-day period. This pattern may vary depending on business requirements.
13. This post is based on campus.

DESIRABLE CRITERIA:

1. Business or hospitality related qualification.
2. A Level (or equivalent) higher qualifications.
3. Level 2 Food Safety Award.
4. First Aid qualification.
5. Relevant bar experience in a paid supervisory role.
6. Relevant experience of working in an arts or cultural venue.
7. Experience of using box office systems.
8. Stock management.
9. Experience managing events.
10. Demonstrable interest in film, arts and cultural industries.