

Candidate Information

Position: QFT Front of House Manager
School/Department: Civic Engagement and Social Responsibility
Reference: 24/112209
Closing Date: Monday 30 September 2024
Salary: £30,948 - £35,492 per annum plus 18% Shift Allowance
Anticipated Interview Date: Tuesday 15 October 2024

JOB PURPOSE:

To support the General Manager in delivering an effective and efficient Front of House service at QFT by supervising a small Front of House team, overseeing daily operations and maintaining high standards of customer service.

MAJOR DUTIES:

1. Assist the QFT General Manager in ensuring the outputs of the QFT are delivered in line with agreed Standard Operating Procedures (SOPs). Oversee the daily operations of Front of House (FoH) ensuring the highest standard of customer service is provided in a consistent and safe manner.
2. Supervise and support a team of Deputy FoH Managers and FoH Assistants (including casual workers) in setting clear objectives and deadlines, ensuring they are aware of, and committed to, the delivery of financial performance targets and other key performance indicators for their area. Provide training and feedback as needed.
3. Responsible for the management of recruitment, induction and training of staff, probation, performance, conduct and absenteeism. Prepare FoH staff rotas within the agreed operational and cost parameters and authorise shifts of work to casual staff as required.
4. Manage the day to day running of the QFT box-office. Ensuring all FoH staff are fully trained on memberships, merchandise, Gift Cards and QFT loyalty scheme. Ensure data is kept confidential and box office regulations around GDPR are enforced.
5. Ensure that the QFT Bar is compliant with all food safety and H&S requirements and that staff are trained to a high standard ensuring consistent high-quality beverages are served to all customers.
6. Take responsibility for all QFT FoH stock, stock rotations and orders and investigate any discrepancies. Ensure an accurate account of all stock is maintained.
7. As required, intervene in customer complaints and issues and disputes escalating more complex queries to the QFT General Manager.
8. Coordinate with colleagues on special hires, events, weddings, promotions, and festivals to ensure smooth operations and successful execution and enhance patron engagement and customer satisfaction.
9. Identify opportunities to increase revenue through upselling, cross-promotions, and improved sales techniques at the concession stand and box office. Ensure staff have the appropriate training.
10. Implement and uphold health and safety policies, ensuring compliance with all relevant regulations. Ensure all FoH staff are aware of and have the appropriate training.
11. In conjunction with the QFT General Manager, carry out Risk Assessments for all activities and ensure all FoH staff are aware of and adhering to all risk assessments.
12. To operate digital projection equipment when required on shift and undertake basic troubleshooting.
13. To deputise for the QFT General Manager as and when required.
14. Undertake any other such duties as may be required within the general remit of the post.

ESSENTIAL CRITERIA:

1. Academic and/or vocational qualifications i.e. NVQ Level 3, A levels in relevant subject (or equivalent GCSE), or substantial relevant experience in a similar environment working at the required level.

2. Substantial relevant experience to include:
 - Experience in supervisory or management role within the hospitality, theatre, cinema, or customer service environment.
 - Experience of producing staff rotas.
 - Experience of providing excellent customer service.
 - Strong IT experience including bespoke and MS packages in a work environment.
3. Strong leadership skills with the ability to motivate and manage a diverse team.
4. Financial management skills.
5. Understanding of PCI-DSS.
6. Excellent communication and interpersonal skills.
7. Good personal presentation in keeping with a business environment and a customer facing role.
8. Strong problem-solving abilities and customer focused mindset.
9. Able to deal appropriately with confidential and sensitive issues.
10. Ability to manage resources.
11. You will work on a business responsive 7-day rota on campus and be flexible to work days, evenings, weekends and public holidays. In recognition of the flexibility required, a shift premium of 18% is paid in addition to the salary.

DESIRABLE CRITERIA:

1. Further or Higher education qualification in relevant subject.
2. Experience of managing Front of House operations and staff.
3. Projection experience.
4. Experience of using specialist IT systems in day to day work.
5. Experience of writing and presenting reports or statistical information.

ADDITIONAL INFORMATION:

Informal Enquiries to Michael Staley - M.Staley@qub.ac.uk