

Job Description - Front of House Officer

Title of post:	Front of House Supervisor
Responsible to:	Artistic Director and General Manager
Responsible for:	Stewards, bar and FOH volunteers
Salary:	£11 p/hr
Hours of work:	Base hours of 40 hrs p/month, variable each week This role will predominately be in the evenings, including weekends.
Closing date:	5pm on Sunday 21 st August

1. Background

Ludlow Assembly Rooms is a small and dynamic Mixed Arts and Community Centre serving the population of Ludlow and surrounding area.

2. Overall purpose of job

You will ensure the smooth running of the Assembly Rooms during performances and events. The role requires strong leadership, excellent decision making and organisational skills and a high commitment to first class customer service.

3. Key Responsibilities:

- Manage and deliver Front of House for Live and Streamed events held at the Assembly Rooms, ensuring the comfort, enjoyment and safety of all audience members, visitors and volunteers
- Ensure effective communication between visiting artists, the technical team, back office staff and volunteers on event days.
- To liaise with the relevant staff in the run up to events to ensure that everything is in place for performances and events, including room set ups and riders
- To ensure appropriate volunteer auditorium and bar steward levels are in place for each event
- To manage the Assembly Rooms bars, including stock, delivering training, maintaining high standards of hygiene at all times and, as required, to run the bar during service
- To devise and create effective bar promotions, where applicable in association with the Artistic Director; and implement them in conjunction with the Marketing Officer
- To deal with any complaints relating to Front of House and work with the senior management team to find solutions to issues.
- To understand and implement the correct security, emergency and evacuation procedures when required

Person Specification

- A strong ethos and experience of customer and client focus in delivery of services
- Confident with dealing with customers face to face
- Experience of effective and motivational leadership of volunteers
- Excellent communication skills – both written and verbal
- Experience of managing a budget
- A flexible approach – the post holder will be required to work during the day/evenings and weekends as necessary
- An enthusiastic, organised and proactive approach to work, with an ability to operate under pressure, handle challenging situations and prioritise effectively
- An interest in the arts

Performance and Customer Focus

The post holder will ensure s/he:

- Adopts a customer focused approach and an appropriate personal profile.
- Acts as an advocate for LAR at all times and works collaboratively with colleagues, Friends, partners and the wider community to deliver service excellence and organisational repute.
- Meets organisational and personal development targets agreed; learns from experience and is committed to continuous improvement individually and as an organisation.
- Works with colleagues and supports a culture of team working
- Works at all times within a culture of equality of opportunity
- Adheres to the Safeguarding Policy, understanding your responsibility in promoting the welfare of all children and vulnerable adults.

Terms and Conditions

This post is contracted in line with the conditions laid down by Ludlow and District Community Association Ltd., the company limited by guarantee which runs LAR.

The nature of work at LAR means that staff are required to work flexible hours as necessary to fulfil the duties of the post.

All staff have a holiday entitlement of 6.4 weeks per annum pro-rata to hours worked after the first year. This entitlement includes all bank holidays and any compulsory closures. Holidays are to be arranged with your Line supervisor giving at least two weeks' notice.

Sickness payment will be in accordance with statutory sick pay legislation.