

Post title	Customer Service Supervisors (Front of House)
Division / Section	Culture / Cultural Venues – Performance Venues
Department	City Strategy and Economy
Responsible To	Event / Duty Managers , Bars & Catering Duty Manager
Number of post holders	20
Acting up/ Secondment	n/a

Purpose of Job

To assist in the operation of our highly customer focused Front of House service delivery team at the Usher Hall, Assembly Rooms, Church Hill Theatre and the Ross Theatre.

As part of this high profile team you will be required to manage the operational aspect of the performances and events taking place including the rehearsals, get in/outs periods delivering first class customer service whilst ensuring that health and safety and associated licensing regulations are met.

MAJOR TASKS/JOB ACTIVITIES

Provide a managerial presence at any of the cultural venues, acting as a main contact with clients and external service providers.

Assist in the smooth operation and delivery of the Front of House service, delivering first class customer care to a wide range of people, adhering to the cultural venues set service standards.

Responsible for ensuring the venues in all service and public areas are fit for purpose before; during and after an event/ performance with specific regard to health and safety and that the customer experience is the best it can be.

Responsible for ensuring that all departmental policies and procedures are followed and incidents reported when necessary, including but not limited to, cash handling, alcohol awareness training, venue risk assessments and health and safety.

Responsible for handling and cashing up large volumes of cash, processing credit card transactions, making floats and ensuring that any financial discrepancies are investigated and reported.

Act as key holder including locking and alarming the venues at the end of the night as required.

Promote and encourage excellent customer service in line with the cultural venues set standards.

Assist in the security and safety measures across the cultural venues when customers are in attendance and more specifically be familiar with your specific role and responsibilities within the designated venues fire and evacuation procedure.

Responsible for ensuring the Front of House staff are smart in their appearance at all times, excellent time keeping adhered too and to acts as a “presence” in all of the public areas as required answering general enquires.

Assist the Event/Duty Managers and other senior managers in their duties and deputise for the Event/Duty Manager if required.

From time to time you may be required to undertake additional tasks that can be reasonably assigned to you which are within your capability and the grade.

Supervision and Management of People

- Operational Assistants: Grade 3 x (2 x part time and 5 x full time)
- Front of House Ushers: Grade 1 x 150 (up to 50/60 per event/performance)
- Security (external) as per event requirement

The number of staff on duty will vary at any time due to event/ performance requirements. Post is not responsible for full supervisory responsibility, e.g. PRD, development.

Creativity and Innovation

Manage competing requirements from customers, visitors, external service providers and other staff while continuing to offer high standard of customer care.

Help look after the venues, ensuring that any fabric and security issues are reported through the appropriate communication channels.

Ensure that all customer service issues are dealt with effectively.

Contacts and Relationships

Regular contact with Front of House management, venue colleagues, audiences, caterers, external suppliers, and event/performance clients with regard to performance management of the venues.

Decisions (Discretion)

Responsible for delivering the highest levels of customer service to ensure the smooth running of each venue performances and events to meet contractual arrangements.

Decisions (Consequences)

Makes immediate decisions with a clear focus on customer service, event delivery considering the potential impact on the cultural venue services, health and safety, security issues and fellow staff.

Resources

Oversees up to 50 casual staff on a performance or event basis.

This post has no direct budgetary responsibilities, but has shared responsibility for managing stock and handling cash with value of c £9k.

Environment – Work Demands

Shift tasks are carried out without immediate supervision, and will be based on a minimum 3hr shift call.

Makes decisions without direct supervision from the Event/ Duty manager, Bars and Catering Duty Manager, Bars and Catering Manager, Front of House Manager.

Environment – Physical

Spends 70% of their time standing or moving.

Required to work at evenings and weekends.

Periods of lone working required at certain periods

Environment – Working conditions

Work in public areas for most of the shift, during venue activity, when the public areas may be noisy and congested.

Environment – Work Context

Contact with public who are under the influence of alcohol, ensuring any associated situations are dealt with in a professional manner.

Although the post will have some requirement to take care in relation to the working environment, work activities and dealing with people this will not be more than the normal required of a council employee.

Knowledge and Skills

Previous experience of working with the public and staff in a supervisor position is essential.

Holds a 1st Aid certificate or be willing to attend training course for certificate.

Health and Safety

The Council must abide by relevant health & safety and employment law, as well as the common law duty of care. All members of staff are required take care for their personal health and safety and that of others who may be affected by their actions or inactions. You are therefore required to carry out your duties in a safe manner in accordance with instructions and in compliance with safety rules/procedures, regulations and codes of practice. You are required to advise your line manager if you become aware of any unsafe practice or condition or if you have any other safety concerns and should comply with accident and near-miss reporting procedures.

If you supervise, manage or lead other staff, you are also responsible for ensuring that the Council's operations are carried out in such a way that ensures, so far as is reasonably practicable, the health, safety and welfare of those staff and that of any others who may be affected. You will therefore conduct relevant risk assessments and assign duties with appropriate instructions, in compliance with safety rules/procedures, regulations and codes of practice. You will address and/or escalate any issues of any unsafe practice, condition or any other safety concerns you identify or that are brought to your attention, taking appropriate advice as necessary and will ensure that accident and near-miss reporting procedures are understood and complied with.

Working Pattern

This is a casual position with no guaranteed or set hours.

Organisation Structure

(Attach structure - specific to area of operation).