

JOB TITLE: FRONT OF HOUSE SUPERVISOR

LOCATION: LINCOLN ARTS CENTRE, BRAYFORD

REPORTS TO: General Manager

MAIN PURPOSE

To provide high quality service in the bar, catering and front of house service at Lincoln Arts Centre, and to support the promotion of the venue.

To deliver, under the guidance of the General Manager and Management team, the best standard in service and quality to all its customers; thus, enhancing the student and audience experience, and professional image of the University.

To be an integral part of the Lincoln Arts Centre team and work alongside a number of other roles in order to provide a successful working environment and an enjoyable customer service.

To act under instruction from the General Manager.

PRINCIPAL ACCOUNTABILITIES

- Duties will include, but are not limited to:
Bar service, glass collecting, cloakroom operation, box office service, ticket collecting, guest list checking, toilet checking/cleaning, stock rotating, stock ordering, ushering, selling merchandise, food service, cash handling, promotional activity for the venue, duty management and, managing and coordinating café events.
- To deliver services in accordance with the Lincoln Arts Centre manual, and instruction and guidance from the General Manager.
- To provide a high customer service standard within the bounds of the licensing laws. To encourage and manage staff members, ensuring they provide customer service to this standard and follow correct licensing procedures.
- To provide a welcoming and friendly atmosphere for customers to encourage repeat business.
- To provide marketing and promotional support for Lincoln Arts Centre e.g. exit flyering after performances and promotional activity in public areas.
- To follow procedure regarding stock and cash movement. Confidently ordering and managing stock without the manager's presence.
- Handle Cash and input into tills, following correct cashing up and banking procedure required by the university.

- To act as Duty Manager, confidently opening and closing the building and managing events. Handling any complaints or issues that arise and providing feedback to the General Manager.
- Liaising with visiting companies, the Technical and Back of House team, and the General Manager for information of performances. Managing Front of House and the venue as a whole, and keeping to strict time slots for house and door clearance.
- Collect glassware and rubbish from around the café and auditorium; ensuring that the floor is kept clear at all times. Managing staff to do this accordingly.
- To observe as applicable;
 - Licensing laws
 - Procedure and instructions relating to fire and accidents
 - Food Hygiene, and Health and Safety Regulations
 - All aspects of consumer law

NATURE AND SCOPE

- Responsible to the General Manager for the Principal Accountabilities as detailed above. To maintain a flexible working approach towards tasks and hours required.

UNIVERSITY OF LINCOLN

PERSON SPECIFICATION

Post: Front of House Supervisor

Post Reference:

Selection Criteria	Essential (E) or Desirable (D)
<i>Skills:</i> Good communication skills Confidently working with the Public Good customer care skills Good Basic Numeracy Good use of initiative Ability to lead a team Knowledge of Food Hygiene to a Level 2 standard Personal License Holder	E E E E E E D D
<i>Experience:</i> Experience of fulfilling rotas and schedules Experience of high street bar (or similar) environment Experience of a supervisory role Till Operation and cash handling of a supervisory level	E D D D
<i>Personal Qualities:</i> Flexible in working hours Enthusiastic and polite Reliable Team approach Ability to confidently lead a team Good organisation and time keeping	E E E E E E

Essential Requirements are those, without which, a candidate would not be able to do the job. Applicants who have not clearly demonstrated in their application that they possess the essential requirements will normally be rejected at the shortlisting stage.

Desirable Requirements are those which would be useful for the postholder to possess and will be considered when more than one applicant meets the essential requirements.