



CUMBERNAULD THEATRE TRUST
Front of House Manager
RECRUITMENT PACK & JOB OUTLINE

CUMBERNAULD THEATRE TRUST (CTT)

Front of House Manager

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Background Information

Cumbernauld Theatre seeks a Front of House Manager to join our vibrant team as we prepare to move into Lanternhouse, a brand-new performing arts venue in Cumbernauld in 2021.

Cumbernauld's new cultural home will be a lively centre for inclusive community creativity, for theatre, cinema, music, comedy and dance and will offer state of the art facilities alongside performing arts classes and community creative learning projects and a welcoming café/bar.

With a 300-seat main auditorium, 100 seat studio theatre, 80 seat cinema and dance studio this is an exciting opportunity to help us to build and enhance Cumbernauld Theatre Trust's relationships with organisations and individuals living and working in the Cumbernauld area and to further cement the new arts venue as a cultural hub for the whole community.

About Us

Cumbernauld Theatre is a performing arts charity that produces and presents theatre, music, dance and comedy for the community of Cumbernauld and North Lanarkshire.

From our new home, Lanternhouse, based on the Cumbernauld Academy Campus, Cumbernauld, we will deliver an all engaging and inclusive professional programme for the entertainment, enjoyment and enrichment of our diverse community.

We believe our work has transformative and empowering potential. Working at the heart of our community we are building creativity, broadening perspectives, supporting community cohesion, enhancing life experiences and investing in performance arts skills development for a creative, innovative, fairer Scotland.

Our Vision

Cumbernauld Theatre creates meaningful opportunities for artists, audiences and participants to connect, exploring the power of the arts to enrich and transform all our lives, enabling a life-long creative journey for individuals, families and groups from across all our communities.

Our Mission

To achieve this we develop progressive, contemporary productions, projects and programmes of work that have relevance and resonance with our audiences and participants. This work is informed by place, by our new arts centre and by a desire to deliver affordable access to culture for everyone at all life-stages.

The object of the Company is to develop the conditions and skills for culture to thrive in Cumbernauld, to nurture, produce and present performing arts, cinema, exhibitions and entertainment for the enjoyment and enrichment of all of the communities of Cumbernauld and North Lanarkshire.

To value, trust and support our creative community, to facilitate an open and inclusive approach to designing, delivering and evaluating our activities to reflect and meet the needs of our community.

To advocate and support arts programming, arts creative learning and community engagement in partnership with public bodies, charities and community organisations operating in our community to support policy areas for health and wellbeing, economy, education, reducing inequality, encouraging diversity and realising an environmentally sustainable future.

To strive to produce and present a performing arts programme that celebrates cultural excellence, the innovative, critically challenging, the original, ever-changing and dynamic form of Scottish Culture.

To provide inclusive, accessible performing arts skills acquisition to nurture creativity in our community. To engage our community in our arts programme decision making, to be inclusive in our view of culture, open to emerging, popular, established and formal cultural activity and celebrate our local culture.

Our Values

We will be proactive agents of change, showing clear community leadership, working in partnership, advocating for the transformative power of arts, with an environmentally responsible operating plan delivering a sustainable social enterprise-led cultural hub with long-term resilience.

We strongly encourage people with disabilities and people who are from ethnically or culturally diverse backgrounds to apply as CTT is keen for the team and its work to be informed by and representative of the diverse communities it serves.

Attached

- Job Description
- Person Specification
- Equal Opportunities Statement of Policy
- Equal Opportunities Monitoring Form

CUMBERNAULD THEATRE TRUST

Job Title

JOB OUTLINE

Post:	Front of House Manager
Reports to:	Operations Director
Direct Reports:	Duty Manager, Customer Service Team, FOH Team
Location:	Lanternhouse, Cumbernauld

Job Purpose and Scope

The principal role of the Front of House Manager is to co-ordinate and deliver a high-quality front-of-house service to customers of Lanternhouse: deploy staff and work in close liaison with Catering, Technical, Marketing and Programming colleagues, customers, potential customers, service providers, maintenance services, NLC colleagues and management, the Trust Board, elected members, members of the public and external bodies, funders and sponsors, to ensure a seamless service. To assist in overseeing the management of the venue's computerised booking system and oversee a team of staff including Customer Service Staff and Front-of-House staff to ensure that the venue theatre and cinema programme and customer requirements are fully met in accordance with legal, health and safety legislation.

The job requires experience and knowledge of facilities and event management, licensing regulations, health and safety requirements, food safety and hygiene, staff management, financial and administrative procedures including box office and booking systems and customer care practices. It involves working to deadlines and agreed plans and budgets requiring prioritisation.

The post holder is expected to be committed to our vision and values, supporting our ambitions and the delivery of our creative artistic programme, and to be an advocate for the valuable arts and the cultural role that the CTT plays in the communities in Lanarkshire.

Main Duties and Responsibilities

Key Tasks

HR Management

- Recruit, line manage and co-ordinate the day-to-day work activities of a team of staff to ensure adequate suitable qualified and trained staff resources are in place to meet the requirements of service delivery.
- Supervise and monitor staff performance and development through the Personal Review and Development process.
- Ensure all staff training and development needs are identified and met, delivering training where required.
- Responsible for ensuring staff understand their responsibilities and are adequately trained.
- To ensure staff knowledge and skills are kept up-to-date, advising of relevant development training as required.

Marketing

- Be proactive in promoting the venue, its programme and facilities, and the work of CTT.
- To have overall responsibility for all aspects of the front of house service ensuring excellent customer care and contributing to the effective operation of the venue through communication with colleagues, staff and users.
- To work with the marketing team in the co-ordination of any promotional display activities and customer related promotions within the venue.

Customer Service

- Deliver and promote excellence in customer services, training and mentoring staff, deal with customer complaints to satisfactory resolution to secure return business.
- Ensure the effective and efficient operation of the box office, and front of house.
- Coordinate front of house and technical operations and ensure that all events are organised and presented to a professional standard.
- Act as duty manager for events, as required, maintaining a high level of visibility when managing the front of house operations.
- Establish excellent customer care practices are in place to ensure that customer requirements are met.

Facilities

- To work in close liaison with the NLC Events Coordinator regarding the coordination of community hire bookings and venue diary.
- To work in close liaison with Catering, Technical, Customer Service, Front-of-House, Marketing and Programming teams to co-ordinate smooth delivery of customer service
- To ensure adequate and well-presented facilities
- To line manage and co-ordinate the day-to-day work activities of the front-of-house staff and customer service staff, to ensure adequate staff and resources are in place to meet the needs of the venue's programme
- To monitor thorough cleaning schedules to ensure the building is cleaned and tidied and presented to a very high standard to customers at all times

Health and Safety

- To keep up to date on changes in appropriate regulations and guidelines

- To ensure compliance with health and safety and fire regulations and guidance for all aspects of front of house, for staff and users
- To adhere to health and safety legislation and guidance (PPE, RIDDOR, COSHH) to ensure that staff and external personnel work safely using protective equipment supplied
- To carry out risk assessments and ensure that staff and customers undertake and adhere to risk assessments

Other

- To act as duty manager as part of a duty management team.
- To report performance management information as required
- To undertake other duties and responsibilities as required by the Operations Director, Board and the company.

Person Specification

Essential

Qualifications and Training

- Qualification in Leisure/Amenity/Arts/Venue/Hotel/Hospitality Management or similar
- Personal Alcohol License holder
- Driving Licence
- First Aid qualification

Knowledge

- Understanding of good customer care practice
- Knowledge of how to establish effective work procedures
- Excellent customer care knowledge and skills
- Knowledge of relevant, current health and safety legislation and working practice (COSHH, PPE, RIDDOR, preparing and working with risk assessments)
- Understanding of venue management licensing – Alcohol, Public Entertainment, Cinema, Music

Experience

- Experience of using a computerised booking system, preferably Spektrix
- Experience of venue management and managing associated staff
- Experience of dealing with customers and using negotiation and communication skills
- Experience of working to a budget and financial management
- Experience of working in a Cinema
- Experience of HR processes and procedures

Aptitudes and Skills

- A continuous improvement approach to managing people and teams
- Ability to generate imaginative solutions to creative challenges
- Excellent verbal and written communication skills
- Ability to establish good working relationships with a wide range of people

- IT skills especially in Word, Excel, MS Teams
- Ability to organise and prioritise a personal workload and the work of other staff, scheduling and forward planning work priorities to ensure deadlines are met and coordinating staff rotas
- Ability to work and communicate effectively under pressure and to deadlines, retaining attention to detail
- a confident and clear communicator, comfortable leading groups and dealing with group leaders
- Must be able to demonstrate attention to detail
- A self-motivated team player, with an outgoing and enthusiastic personality, with patience and good humour.
- Ability to plan and think strategically and on your feet
- Ability to multi-task in a fast-paced cultural environment
- Excellent organisational skills with the ability to prioritise a demanding workload
- Capacity and willingness to learn

Personal Qualities

- A strong commitment to making a positive difference to the community
- A commitment to working towards achieving CTT's vision and working within our values and ethos
- Ability to develop effective professional relationships, both internally and externally
- Ability to represent the organisation professionally and confidently
- Ability to respond to crisis, work well under pressure and have a flexible approach to work
- Consistently honest and trustworthy in approach
- Friendly, approachable and engaging
- punctual, reliable and a strong work ethos.

Desirable

Qualifications and Training

- REHIS Intermediate Food hygiene or equivalent level qualification in food hygiene
- IOSH qualified

Knowledge

- Familiarity with the contemporary theatre and performing arts sector
- Knowledge of the Third Sector
- Familiarity with Cumbernauld and the community we serve

Experience

- Experience working with the Third Sector and Charities
- Working with the local community

Personal Qualities

- An understanding of the importance of anger management and the associated coping strategies, and early recognition of when situations may become an issue

Other Essential Information

- The post-holder will be required to pass a Standard Disclosure Scotland background check
- A willingness to work a flexible work pattern including frequent evenings and weekends is essential

Terms & Conditions

Title of Post: Front of House Manager

Hours: Full-time hours are 35 hours per week (exclusive of meal breaks) any 5 days out of 7, to include evening and weekends. Additional hours during busy periods may be necessary to fulfil the requirements of the role. No additional salary will be paid for weeks that require additional hours, however time off in lieu for extra hours worked will be given wherever reasonably possible. These must be authorised in advance.

Contract: 1 Year Fixed Term, full-time, with a 3-month probationary period.

Holiday entitlement: 25 days per annum (increases by 30 days on completion of five years' service) plus 9 Public holidays, 4 of which are fixed and 5 that can be taken flexibly by mutual agreement.

Pension: CTT operates an auto enrolment scheme.

Notice period: 1 Month

Salary: £27,000

Location: Lanternhouse, Cumbernauld

Application Procedure

Please send

- covering letter
- completed application form
- completed Equal Opportunities Monitoring Form

by email or post to:

Amanda Young
Operations Director
Cumbernauld Theatre Trust
Lanternhouse
South Kildrum Ring Road
Cumbernauld
North Lanarkshire
G67 2UF

Email: recruitment@cumbernauldtheatre.co.uk

Closing Date for Applications: Midnight, Sunday 26th September 2021

Interviews will take place via Zoom: Week beginning Monday 27th September 2021

Start Date: As soon as possible thereafter.

Cumbernauld Theatre Trust Ltd is a Registered Company limited by guarantee No. SC066490, Scottish Charity OSCR Registered No. SC005050.

Registered Office: Cumbernauld Theatre Trust, Lanternhouse, South Kildrum Ring Road, Cumbernauld, North Lanarkshire, G67 2UF

EQUAL OPPORTUNITIES

At Cumbernauld Theatre Trust (CTT), we want everyone to feel accepted and embraced for who they are, regardless of age, race, disability, gender identity, marital status, faith or belief, sexual orientation, neurodiversity, socioeconomic background, education or family life. We know our industry has a long way to go in accessibility and inclusion, and so we particularly encourage applications from those who do not currently feel they are represented in our workforce and recommit to providing peer support and safe spaces for all staff.

If you'd like to arrange an informal conversation about the role and its requirements, please email recruitment@cumbernauldtheatre.co.uk to arrange a call.

STATEMENT of POLICY

Cumbernauld theatre Trust is committed to a policy of equality of opportunity for its staff (existing and prospective) and customers. The aim of this policy is to eliminate unlawful or unfair discrimination on the grounds of gender, marital status, responsibility for dependents, disability (mental and/or physical), sexual orientation, race, colour, ethnicity, nationality, religious belief, politics, social background, part-time employment, age, trade union activity, employment status, HIV status or gender reassignment and to ensure that no person or group is disadvantaged by unjustifiable reasons or conditions. Employment practices will be operated based on the merits and abilities of individuals and decisions regarding recruitment, selection training and promotion will be based solely on objective, job-related criteria. CTT undertakes to apply employment procedures and practices in such a way as to minimise the possibility of discrimination and to develop means of combating it whenever it arises. CTT will ensure that its Policy is made known to all employees. This Policy applies to advertisement of jobs, recruitment and appointment, training, conditions of work, pay and every aspect of employment.

RELEVANT LEGISLATION

Equalities Act 2010