



CUMBERNAULD THEATRE TRUST

Front of House Manager

RECRUITMENT PACK & JOB OUTLINE

CUMBERNAULD THEATRE TRUST (CTT)

Front of House Manager

RECRUITMENT PACK & JOB OUTLINE

Background information

Cumbernauld Theatre seeks a Front of House Manager to join our vibrant team at Lanternhouse, the brand-new performing arts venue in Cumbernauld.

Cumbernauld's new cultural home for theatre, cinema, music, comedy and dance offers state of the art facilities alongside performing arts classes and community creative learning projects. 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.

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.

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 based on the Cumbernauld Academy Campus, Cumbernauld, we 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.

The new arts venue will be a vibrant centre for inclusive community creativity and Cumbernauld's new cultural home for theatre, cinema, music, comedy and dance and get-togethers in our welcoming café/bar.

**CUMBERNAULD THEATRE TRUST
JOB OUTLINE**

Post Title:	Front of House Manager
Reports to:	Operations Director
Direct reports:	Duty Manager, Front of House Venue Assistant Team
Location:	Cumbernauld Theatre at Lanternhouse, Cumbernauld
Pay Grade:	£28,644 per year
Contracted Minimum Hours:	35 hours
Contract Type:	Permanent

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 the front of house service.
- 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 Creative Producer and 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, COSSH) 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 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
- The post holder will be required to adopt and adhere to a formal/uniform dress code for events

Terms & Conditions

Title of Post: Front of House Manager

Salary: £28,644

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: Permanent, full-time, with a three-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 to which both employee and CTT will make monthly contributions. The employee has the option to opt out of the scheme if preferred.

Right to Work: The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006

References: Offers of Employment are subject to the receipt of references that are satisfactory to CTT.

Additional Benefits: A staff discount scheme applies to all employees for cinema, performances and the café.

Notice period: 1 Month

Location: Lanternhouse, Cumbernauld Academy Campus, Kildrum Road, Cumbernauld

Application Procedure

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 and representative of the diverse community it serves.

Please send the completed application form by email or post, together with a covering letter to:

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

Email: recruitment@cumbernauldtheatre.co.uk

Please mark in the email subject:

Application for Front of House Manager – In Confidence

Closing Date for Applications: Midnight, Sunday 9 April 2023

Interviews will take place: Week beginning Monday 10 April 2023

Start Date: As soon as possible thereafter.

lanternhousearts.org | info@cumbernauldtheatre.co.uk

Cumbernauld Theatre Trust Ltd is a Registered Company limited by guarantee
No: SC066490