

Job Description

FOH Venue and Bar Manager



Contract Type: Full time permanent role

Responsible To: General Manager of the Stoller Hall

Hours of work: Flexible shift-based role, mainly evenings and weekends

Rate of pay: £23,332 per annum

CONTEXT:

The Stoller Hall is an intimate concert hall in the heart of Manchester. Our world class acoustics along with our diverse programme help create unforgettable live music experiences for people of every age and all walks of life. Opened in 2017 we are linked to Chetham's School of Music, the UK's largest specialist music school.

PURPOSE:

We are seeking an outgoing, people person for the role of FOH Venue and Bar Manager. An efficient and well organised person, able to liaise with administration and planning teams one day and clients and customers the next, you will have the ability to communicate with a diverse range of people with a wide range of needs on a daily basis.

With a willingness to lead from the front and foster a happy but hardworking ethic for the staff who will be in your team, including ad hoc Duty Managers and Events Staff. You will help attract exceptional staff and make The Stoller Hall a cheerful place to work. You should be a firm but fair leader capable of overseeing the delivery of all events at The Stoller Hall, including box office, stewarding and bar facilities.

A flexible attitude is essential as this role will primarily involve working evening and weekend shifts for events, but your presence and administration skills will be required during weekday daytimes for planning meetings, supervising stock deliveries etc.

A keen eye for detail is needed for this role when managing the front of house bar - handling stock and studying the financial performance. Someone with enthusiasm for sourcing local produce where possible and ensuring sustainability is reflected in everything that we do.

Key Responsibilities:

1. Develop, implement, and work to improve all FOH procedures
2. Ensure event paperwork is in place prior to events and all reports, receipts, timesheets and signed checks are completed and filed
3. Gather operational feedback, escalating customer comments or issues as appropriate

4. Ensure all public areas and Stoller Hall office are tidy and presentable
5. Develop and deliver training for new starters and refresher training as required
6. Develop an excellent working knowledge of The Stoller Hall and its public programme
7. Using event information, ensure the Front of House spaces are prepared according to show/event requirements
8. Deliver briefings to the Stewarding team in advance of the performance or event start
9. Ensure all customer and client needs are attended to before, during and after performances and events
10. Assist with the access needs of customers as required
11. Implement and ensure compliance with all Health & Safety and legislative policies and procedures and with Chetham's policies, standards and procedures
12. Direct the Stewarding team and other event staff in the safe evacuation of members of the public in an emergency situation
13. Manage the front of house bar, including stock planning, ordering, rotation and deliveries
14. Maintain compliance with food hygiene standards and monitoring of equipment, personal practices and cleaning records
15. Monitor bar sales and expenditure to ensure profit margins are maximised whilst maintaining value for money for customers, reviewing prices where appropriate
16. If appropriate, administer First Aid and/or call emergency services as required
17. Reading and actioning post show reports from staff
18. Field customer complaints and feedback, recording or disseminating as required
19. Manage cash/floats used for programme sales and merchandise
20. Liaise with bar/catering staff regarding any relevant show information
21. Manage staff rotas across FOH, Box Office, Bar and Cleaning, ensuring all events are adequately and efficiently staffed
22. Line manage a team of Duty Managers, Event Staff and Cleaners
23. Work closely with the technical team to ensure smooth delivery of events
24. Identify recruitment needs and oversee the recruitment process for all duty staff
25. Follow HR procedures with all duty staff, including performance management etc
26. Liaise directly with clients on large events to plan and manage FOH to meet their requirements
27. Manage practice evacuation and stay put practices in conjunction with the staff, school and members of the public
28. Ensure the dressing rooms are well equipped and fit for purpose at all times
29. Any other duties as required.

General Responsibilities

1. Promote The Stoller Hall in a positive and professional manner at all times
2. Display a flexible "can do" approach which will enhance The Stoller Hall's wider reputation
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
4. Undertake any training necessary to meet the requirements of the post
5. Adopt a flexible approach to working hours as required by the business
6. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
7. Be open to new ideas, understand the need for change and be willing to adapt
8. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences
9. Maintain high level of attendance
10. Take all possible steps to ensure a safe working environment for self and other

Person Specification

Essential

- At least two years' experience in a Front of House role
- Experience working in a variety of event / production sectors - classical, rock/pop, conferencing etc.
- Previous bar management experience or similar hospitality roles
- Management, supervisory or team leadership experience
- Knowledge of statutory Health & Safety Regulations and awareness of changing industry practices
- Demonstrable customer service skills and the ability to communicate effectively with general public of all ages and backgrounds
- Calm, professional attitude at all times, especially when dealing with customer complaints or incidents
- Strong interpersonal and communication skills
- Comfortable to address incidents of Event Staff error or misconduct
- Able to recognise the need for and adhere to professional boundaries
- Total commitment to quality in every aspect of the role
- Highly organised and motivated, a real team player – work collaboratively with key stakeholders both within the organisation and externally
- Willingness and ability to work unsocial/weekend hours as required
- A smart well-groomed appearance
- Good understanding of and enthusiasm for music performance across all genres.

Desirable

- Accredited First Aid qualification
- SIA Door Supervisor Licence
- GCSEs grade A*- C

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom they come into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times.

If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, they must report any concerns to Chetham's Designated Safeguarding Lead or to the Joint Principal (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date