



**JOB TITLE:** Part time Front of House Coordinator (One Year Contract)  
**CONTRACT:** Approx. 22 hours per week at £22000 pro rata freelance  
(Tues – Fri 10-3/9:30-2:30 some Saturday & event work).  
**LINE MANAGER:** Business Development Officer.  
**STAFF RESPONSIBILITIES:** Volunteers and Duty Managers

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This is an exciting time at The Princess Theatre and Arts Centre as it reopens to the public post lockdown and refurbishment. New management in 2019 has seen a more creative and community focussed strategy. The Front of House coordinator's role is new and is integral to our recovery over the coming year.

**OVERVIEW:** Responsible for front of house coordination at The Princess and box office. Scheduling duty management and volunteers, it is expected the FOH officer be an excellent team player, confident to contribute ideas to grow and improve the business.

They will promote the venue's public spaces and improve the customer and volunteer experience; making the space welcoming, maintaining the FOH (Front of house) areas ensuring exemplary customer relations. A key role in managing the volunteer recruitment and training phase as we reopen to the public. An excellent communicator with strong customer service skills and knowledge of IT and Box office systems.

#### **Strategic Management**

- Refine, implement and ensure a consistent welcoming customer service experience.
- Support the Business Development Officer with a range of projects arising, including the re-visioning of public spaces (Front of House and Meeting rooms).
- Develop and implement sustainable, green initiatives for FOH i.e. recycling.
- Maximise income from ancillary activity such as space hire, for which an annual income target is set.

#### **Project Management**

- Act as duty manager during shift hours and responsible for rostering of duty management out of shift hours for events and activities.
- Promote, schedule and administrate use of the building's spaces taking in to account the need to generate income from commercial hires.
- Responsible for coordinating the Princess Friends and Membership Schemes and managing associated events in conjunction with the Business Development Officer.
- Overall responsibility for the Box Office System (Ticketsolve).

#### **Staff Management**

- Responsible for recruiting, processing, training the FOH and Box Office volunteer teams.
- Responsible for staffing and line-management of the Front of House Operation including Box Office and Duty Managers (producing monthly rotas).
- Work with Theatre Operations Officer to ensure the volunteers are trained and compliant with government health and safety legislation and emergency procedures.
- Organise first aid cover and training for the theatre staff and be a qualified first aider on behalf of The Princess.



### **Communications**

- Main point of contact for external hires and management of non-artistic events.
- Effectively, respond to any complaints brought to the attention of any FOH or Box Office volunteers quickly and empathetically, escalating issues to appropriate staff as the situation dictates.

### **Finance and Reporting**

- Liaise with Responsible Finance Officer on weekly box office reports
- Responsible for negotiating, contracting and invoicing external hires.
- Responsible for cashing up daily box office and FOH cash registers when acting Duty Manager.
- Prepare draft box office data reports for the Business Development Officer relating to Front of house operations.

### **Training and Development**

- Attending staff meetings, training sessions and other events, which may take place outside normal working hours.
- Training appropriate to the role performed will be provided by the Town Council.

### **General**

- Carry out any task as directed that is appropriate to the work in the Princess Theatre & Arts Centre.
- Maintain a general understanding of the role, policies and procedures of the Town Council.
- Support the Business Development Officer in administrative duties and supervision of the volunteers, as required.
- Be an on-site representative of the Town Council, following any dress codes and conduct themselves accordingly.
- Any other duties as may be reasonably required
- Be a Key Holder

<b>ESSENTIAL</b>	<b>DESIRABLE</b>
Experience of managing people	Experience of managing volunteers
A highly motivated individual, committed to the development of The Princess, its values and objectives.	
5+ GCSEs including English and Maths at Grade C or above.	
Experience working within the arts sector and/or creative industries	Experience of Duty Managing for cultural events
Experience managing Box Office ticketing systems	Experience of data collation and analysis
Excellent communication and customer relationship skills, with a high degree of self-awareness and sensitivity to interact effectively with a range of community groups.	
Flexible, creative, can-do attitude to meet requirements of multiple-users.	



# THE PRINCESS Theatre & Arts Centre

Experience of managing public events	
Knowledge of health and safety legislation	Experience of conducting risk assessments
High level of presentation and attention to detail	
People management experience and strong interpersonal skills with the ability to work collaboratively with a wide variety of people.	Interest in developing, training and mentoring skills.
Exceptional organisational and time management skills, to keep abreast of multiple work-streams, consistently meeting targets and deadlines.	Experience of developing trainee programmes and/or developing volunteers.
Knowledge of law and best practice with regards to safeguarding children and vulnerable adults.	
Ability to remain calm and manage effectively under pressure.	
Willingness to work irregular hours including, evening, weekends and school holidays as the programme dictates.	
Computer skills including how to use email, basic knowledge of Microsoft and Mac.	
Willingness to be designated first aider.	First Aid qualification.

**Closing date:** Thursday 6<sup>th</sup> May 2021 at 12pm

**Interviews:** 12<sup>th</sup> May

**Start date:** Immediate start where possible

Please send a CV and covering letter to [admin@theprincesstheatre.co.uk](mailto:admin@theprincesstheatre.co.uk)