JOB DESCRIPTION

Post Title: Front of House Duty Manager

Salary: £10.96 per hour once fully trained. Training rate of £9.90 per hour (approx. 6 full training shifts required).

Contract: Permanent (Subject to a three-month probationary period)

Hours: 8 hours per week
Department: Finance and Resources
Responsible to: Head of Visitor Services
Responsible for: Supervision of volunteer ushers, housekeeping staff, security staff

ABOUT CHAPTER

Chapter is an outstanding centre for contemporary arts and culture based in Cardiff. We are a hub for the production and presentation of world-class work that is accessible for all. The venue comprises theatres, cinemas, a gallery, rehearsal & hire spaces, an award-winning café bar and more than 50 studio spaces for artists and creative companies.

Each year we present more than 2000 events and programmes which attract over 700,000 visitors to the centre. We’re committed to showing the best art, performance, and film from Wales, and from the world to the widest possible audience.

Founded in 1971, Chapter is both a Charity and a Limited Company. Chapter (Cardiff) Ltd represents the Charity, while Chapter (Trading) Ltd is a wholly owned subsidiary of Chapter Cardiff through which we run the café bar. The Chapter group is not for profit and is funded through a mix of earned income from ticket sales, café bar, hires and rents alongside funding from organisations such as the Arts Council of Wales, the British Film Institute and Welsh Government.

Chapter Group employs about 60 people and has a turnover of c.£3.5 million per year. The café Bar has a turnover of c.£1.7 million per annum.

We are employee focused, through our benefits, policies and practices, and are proud to be a Real Living Wage Employer.
PURPOSE OF POST

The Front of House Manager is responsible for the smooth running of the Front of House operations placing the visitor at the heart of our venue and supporting the delivery of quality visitor engagement. To include management of audiences, health and safety, housekeeping, security and comfort of all public areas of the building. This is a key holder post.

Casual Duty Managers are required to provide cover for contracted staff when on holiday or on sick leave. We require flexible staff who can respond, sometimes at short notice, to ensure Chapter has cover during all building opening hours.

Casual Duty Managers are required to work a minimum of one shift a month and as required by the Head of Visitor Services. First Aid and Fire Marshal training is mandatory as part of the role and will be provided by Chapter.

A standard Front of House shift is 8 hours in length. A rota is in place to ensure Chapter always maintains front of house cover. An ability to work early mornings, late evenings and at weekends is essential for the role. Front of House is in place 7 days a week, from 7.45am to 11pm Sunday to Wednesday and 7.45am to 12am Thursday to Saturday.
DUTIES AND RESPONSIBILITIES:

Visitor Experience

- Deliver excellent standards of visitor care, comfort, safety, security and building presentation, ensuring that Chapter is a welcoming and safe space for everyone.
- Departmental responsibility for customer matters when on duty, eg managing operations, delivering excellent visitor experience, handling complaints and resolving service issues.
- Feedback to relevant staff the comments and observations of audiences and visitors.
- Responding to customer calls, emails and questions. Managing the Box office function and selling tickets. Supporting visitors, customers, staff and tenants.

- Always represent Chapter in a professional, informed and friendly manner.
- Work collaboratively with other managers, members of front-line staff (including café bar, and security staff) to ensure a consistent and seamless service for visitors.
- Manage the flow of customers at peak times ensuring the optimal use of spaces and queue management to minimise waiting times.
- Work with the Head of Visitor Services to ensure staffing (including volunteers) meets operational needs.

Duty Management including Safety and Security

- Key Duty Manager responsible for the smooth operation of all activities in and around the front of house areas and for the health and safety of the public, visitors and staff.
- Ensure that the correct access and security protocols are followed in the venue and its associated buildings.
- Manage security staff and ensure the implementation of our security policies and systems.
- Responsible for the safety of visitors and staff through compliance with any risk assessments and the implementation of agreed health, safety and security procedures.
- To have absolute knowledge of Chapter’s emergency and evacuation procedures and when necessary be responsible for its safe implementation.
- Maintain an awareness of current Health and Safety legislation and ensure that the building operates within this framework, referring issues or concerns to the Head of Visitor Services or the Facilities and Compliance Manager as appropriate.
- Undertake regular security checks of the building.

Events and Hires

- Support the Head of Visitor Services in ensuring the smooth running of events and public performances with due reference to current Health and Safety legislation. Including:
  I. Assist the Head of Visitor Services in the distribution of information to all staff communicating the activity in the building that week.
  II. Ensure rooms and performance spaces are prepared to order.
  III. Provide an induction to hirers covering fire, evacuation and other relevant information.
  IV. Ensure appropriate levels of support and assistance are offered to visitors.
  V. Ensure the building is clean, safe and welcoming at all times.
  VI. Ensure that all rooms are returned to order at the close of events and that facilities and equipment are stored securely.

Personnel Management

- Supervise a team of volunteer ushers to ensure customers are welcomed by friendly and knowledgeable people who provide assistance appropriate to their individual needs.
- Supervise housekeeping staff while on shift.
- Supervise security staff while on shift.

**Miscellaneous**
- To be familiar and comply with all relevant health and safety, operational, personnel, customer care, equal opportunities, data protection and financial regulations policies and procedures, in particular ensuring that all statutory obligations are complied with, especially in relation to the licensing laws and first aid.
- Any other duty as considered reasonable and appropriate by the Head of Visitor Services, Director of Fundraising & Operations or Chief Executive.

**Special Conditions**

Evening and weekend work necessary.

This is a key holder post. The post holder will be responsible for regularly securing the building at the end of the evening shift.

**PERSON SPECIFICATION**

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<thead>
<tr>
<th>ESSENTIAL</th>
<th>DESIRABLE</th>
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<tr>
<td><strong>Experience</strong></td>
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<tr>
<td>Experience of customer service</td>
<td>✓</td>
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<td>Experience of working in a demanding front-line environment</td>
<td>✓</td>
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<td>Experience of house management in an arts/theatre environment</td>
<td>✓</td>
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<tr>
<td><strong>Qualifications and Training</strong></td>
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<tr>
<td>A good level of Numeracy and literacy</td>
<td>✓</td>
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<td>First aid qualification</td>
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<td>Customer Care qualification</td>
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<tr>
<td><strong>Specialist skills and knowledge</strong></td>
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<td>IT literacy with knowledge of MS Office suite</td>
<td>✓</td>
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<td>Ability to Communicate in Welsh</td>
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<td>Good organisational skills</td>
<td>✓</td>
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<td>Knowledge of health and safety, security and licensing legislation</td>
<td>✓</td>
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<td>Knowledge of Spektrix &amp; Artifax software</td>
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<td><strong>Personal qualities</strong></td>
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<td>Able to work on own initiative</td>
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<td>Good people management skills</td>
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<td>Excellent customer service skills</td>
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<td>Good communication skills both written and verbal</td>
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<td>Able to work under pressure and handle conflicting demands</td>
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<td><strong>Personal circumstances</strong></td>
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<tr>
<td>Able to work flexible hours</td>
<td>✓</td>
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<td>Able to work unsociable hours</td>
<td>✓</td>
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<td><strong>Physical requirements</strong></td>
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<tr>
<td>No serious health problem which is likely to impact upon job performance (which cannot be accommodated by reasonable adjustments)</td>
<td>✓</td>
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ABOUT THE BENEFITS

Chapter is a flexible and friendly employer, offering hybrid working and flexible hours.

Staff Benefits include:
- 5.6 weeks of holiday per annum, including bank holidays, pro rata for part-time positions.
- Chapter operates a contributory pension scheme to which you will be auto-enrolled (subject to the conditions of the scheme). The scheme enables you to save for your retirement using your own money, together with tax relief and contributions from the company.
- 20% off food and drink in the café bar.
- Enhanced Maternity and Adoption Pay, after a year’s service.
- Welsh at Work scheme.
- Two free cinema tickets a month.
- Access to an Employee Assist Programme.
- Complimentary tea/coffee in our office space.
- Complimentary lunch when working in the building.
- Support for continuous development.
- Eye Care for DSE.
- Secure bike racks.
- Staff parking.
- Staff socials.