

VENUE & FRONT OF HOUSE MANAGER JOB DESCRIPTION

About The Courtyard Theatre

The Courtyard Theatre is one of London's most vibrant theatres and live music venues. It presents an intimate space for established performers and endeavours to discover the best new playwrights, directors and companies from a wide range of backgrounds. The theatre provides a venue to nurture, support, and mentor talent whilst their careers are in the early stages of development. From theatre to comedy, music, art, film and poetry, anything creatives dare to imagine, The Courtyard Theatre strives to offer an exciting and varied programme that puts it at the forefront of entertainment and keeps people coming back for more.

The Courtyard Theatre is housed within the Grade II-listed former public library in Pitfield Street, Hoxton. It has a 150 seat main house theatre, an 80 seat studio theatre, 220 capacity music venue, bar and multiple rehearsal spaces.

The Role

Responsible To

Artistic Director, Operations Manager

Line Manager

Operations Manager

Responsible For

Front of House team which includes Duty Manager, Bar/Box Office Staff, Security and Technical Staff

Location

The Courtyard Theatre, 40 Pitfield Street, London, N1 6EU

Hours

The postholder will be required, almost exclusively, to work evenings, including Friday and Saturday evenings, Monday – Sunday, but some day office work/matinee shifts will be required, and the ability to commit to regular shifts across a monthly rota, including the ability to regularly work 4 to 5 shifts per week. This is a permanent post and the postholder will be expected to work a varying rota with of between 30-48 hours per week (average 40 hours per week) dependent on programme.

Salary

£11.25 – £12.75 per hour dependent on experience

Benefits

- Employee Assistance and Wellbeing Programme
- Pension Scheme
- Training
- Free Entry to The Courtyard Theatre Events

Overview

The Venue & Front of House Manager is responsible for the smooth and efficient day to day running of The Courtyard Theatre and its front of house, event and bar operations. The postholder will take responsibility for facilities and building management to ensure The Courtyard Theatre is at all times

fit for purpose and up to date with Health & Safety and licensing legislation. The postholder will be responsible for the identification and implementation of new strategies for effective front of house and facilities management. There will also be opportunities to assist in the creative planning of the programme.

Key Responsibilities

Front of House Operations

- To be responsible for the day-to-day management of all aspects of front of house operations
- To deliver exemplary customer service by providing a friendly, welcoming, professional and efficient service to all clients and visitors
- To liaise with production staff, theatre companies and visiting artists to ensure performances are carried out to the satisfaction of all involved in a smooth and timely manner
- To produce and distribute daily front of house operational reports
- To ensure that front of house expenditure is controlled effectively during your shift
- To work closely with the Head of Programming to devise and implement a rigorous calendar and booking system to ensure that the theatre is properly prepared for every event, music gig, theatre production and rehearsals
- To be responsible for maintaining said calendar and booking system and regularly checking the system to help ensure that all client needs are catered for upon arrival
- To ensure that visitors with special needs or access requirements are catered for appropriately
- To implement and maintain accurate cashing up procedures and reconciliation of all Box Office reports
- To work closely with the Operations Manager to develop long-term strategies for front of house management development

Facilities and Health & Safety

- To be responsible for the exemplary presentation and safety of the building, including conducting checks to ensure that it is clean and safe prior to the start of a shift, between performances and post-shows
- To carry out regular checks of the building, ensuring that all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not and to ensure standards are upheld in accordance with Health & Safety and licensing legislation and records are kept up to date
- To assist the Operations Manager in the completion of periodic checks and Health & Safety reports

- To ensure that all necessary building and facilities certification is up to date
- To manage and arrange general building maintenance including monitoring expenditure
- To be responsible for the wellbeing of the audience and visitors and to be a qualified first aider (training will be given if necessary) and thereby be actively available to provide first aid and management of any accident incidents at the venue including reporting
- To ensure that all front of house staff comply with emergency and safety procedures including the building's fire evacuation procedures and that staff receive regular fire awareness training and participate in fire drill practices
- To act as a Fire Marshall which includes the evacuation of the building if deemed necessary and subsequent liaison with the fire brigade, ambulance service and/or police in the event of an emergency
- To act as a key-holder; ensuring that procedures for security are followed at all times

Bar Management

- To lead on the operational management of the Iambic Bar to ensure a smooth running of operations and customer service to visitors
- To implement a bar stock system to ensure that the bar is well stocked at all times and maintain fortnightly stocktakes to ensure the ability to report as accurately as possible
- To ensure that bar procedures are adhered to by bar staff including cleanliness and hygiene of bars and stock and cash control
- To assist the Head of Programme to increase general bar sales through encouraging new private party bookings, repeat business and alternative bar activities that do not interfere with events taking place in the theatre spaces

Staff Management

- To lead the front of house team positively and maturely by example; communicating effectively to ensure the smooth running of the front of house operations with a motivated team
- To ensure that the highest standards of customer care and professionalism are upheld at all times by front of house staff
- To be responsible for the recruitment, induction, development, supervision and line management of front of house staff
- To ensure that all front of house staff have adequate and appropriate training to carry out responsibilities
- To be responsible for drawing up staff rotas, ensuring that the front of house is adequately staffed at all times

Other Duties

- To ensure that promotional materials are current and regularly refreshed
- To maximise income and minimise expenditure wherever possible, without jeopardising the quality of the work or the reputation of The Courtyard Theatre
- To become knowledgeable of the artistic programme to promote events to visitors

Person Specification

Essential

- Experience of leading and managing a hospitality team
- Excellent and proactive customer service skills
- Experience of managing a bar
- Ability to work independently and exercise initiative and to work effectively under pressure
- A positive, mature and professional attitude towards work
- Excellent verbal and interpersonal and good written communication skills
- Good level of IT literacy
- Strong administrative, organisational, time management and prioritisation abilities to maintain systems, records and rotas
- Flexibility in relation to duties and working hours which will include evenings and weekends
- An interest in the arts and entertainment industry

Desirable

- Knowledge of Health & Safety and licensing law and regulations with experience of implementing and monitoring safe working practices
- Qualifications/certificates in Health & Safety, fire safety and/or first aid
- An understanding of access and disability issues

The above is not intended to be exhaustive; this job description will be subject to periodic review and the postholder may be required to undertake additional duties as reasonably requested by the Operations Manager or Artistic Director.

The Courtyard Theatre operates an equal opportunities policy and candidates will not be disadvantaged in the selection process on grounds such as age, race, religion, gender, disability, marital status, pregnancy or maternity, sex, sexual orientation, social class or any other irrelevant distinction.

Please send your CV and a covering letter (of no more than 2 pages highlighting your relevant skills against the person specification) to jobs@thecourtyard.org.uk. Closing date for applications is midnight on 31 July.