

TENDRING DISTRICT COUNCIL

JOB DESCRIPTION

Job Title: House Manager

Service: Tourism Arts and Events - Princes Theatre

Reports to: Theatre General Manager (Marketing & Technical)

Post No: 20001035

1. JOB PURPOSE

The House Manager has overall responsibility for the audience and Front of House facilities and staff. The House Manager is required to be on duty to oversee the people attending that night's performance, to delegate Front of House duties and to make sure all the theatre facilities are running smoothly.

2. JOB ACTIVITIES

- Act as Line Manager to all FOH staff and oversee the FOH operations.
- Undertake FOH administrative duties, printing of show reports.
- Responsible for overseeing the fire evacuation and is required to have a full understanding of the Fire Evacuation Emergency Procedure (FEED). Will be required to arrange all necessary contacts with emergency services and meet the fire and rescue service on arrival.
- To ensure the FOH/Tech team are made aware of their positions in the event of a fire (in accordance with FEED).
- Encourage and act upon customer comments and complaints to improve the theatre's customer care.
- Implement procedures for cashing up and the use of floats and ensure that the security of cash and stock is protected.
- Undertake all necessary checks to ensure all members of staff are in position prior to providing access to the public.
- To check all radio communication sets are in working order and provided to staff prior to opening.
- To liaise with Act/Management prior to show.
- To undertake necessary checks to ensure theatre is clean, tidy and safe prior to opening doors.
- Welcoming patrons to the venue upon arrival at the theatre.
- Ensure that the theatre and all events operate smoothly and efficiently and in accordance with the licencing authority regulations and Health and Safety policy.

3. SUPERVISION AND RESPONSIBILITIES

To attain optimum performance in service delivery within your area of responsibility.

Responsible for the supervision of all Front of House staff and the smooth operation of the event.

4. SPECIAL CONDITIONS

The post-holder must comply with legislative requirements of health, safety and welfare ensuring good practice standards at all times.

To ensure proper adherence to the Council's Grievance, Disciplinary, Capability, Harassment and other personnel policies and procedures.

Take all possible reasonable steps to create a harmonious working environment using consultation, effective communication and team working techniques.

Must be available to work evenings, weekends and bank holidays to meet the demands of the service and regularly commit to an acceptable number of shifts.

Willing to undertake the appropriate training to ensure that the requirements of the Licensing Act 2003 conditions are complied with

This job description is a guide to the duties the post-holder will be expected to undertake. It is not required to be exhaustive or exclusive and will be changed as working requirements dictate.

PERSON SPECIFICATION

Job Title: Casual House Manager

It will help the assessment of your application if you ensure it addresses each of the requirements set out in this document.

9.1 Professional and Technical Development

- a. Prepared to undertake personal development through relevant training.
- e. Engages positively with the Appraisal process.

COMPETENCY REQUIREMENTS

The following competencies will be used in making the initial selection decision:

2.1 Working with People

- a. Demonstrates an interest in and understanding of others
- b. Adapts to the team and builds team spirit
- c. Recognises and rewards the contribution of others
- d. Listens, consults others and communicates proactively
- e. Supports and cares for others
- f. Develops and openly communicates self-insight such as an awareness of own strengths and weaknesses

6.2 Delivering Results and Meeting Customer Expectations

- a. Focuses on customer needs and satisfaction;
- b. Sets high standards for quality and quantity;
- c. Monitors and maintains quality and productivity;
- d. Works in a systematic, methodical and orderly way;
- e. Consistently achieves project goals.

6.3 Following Instructions and Procedures

- a. Appropriately follows instructions from others without unnecessarily challenging authority
- b. Follows procedures and policies
- c. Keeps to schedules
- d. Arrives punctually for work and meetings
- e. Demonstrates commitment to the organisation
- f. Complies with legal obligations and safety requirements of the role

8.1 Achieving Personal Work Goals and Objectives

- a. Accepts and tackles demanding goals with enthusiasm
- b. Works hard and puts in longer hours when it is necessary
- c. Identifies development strategies needed to achieve career goals and makes use of developmental or training opportunities
- d. Seeks progression to roles of increased responsibility and influence

The Post-holder should note that there are other competencies relevant to this role which may be used in the on-going appraisal of the post-holder. Please refer to the full Universal Competency Framework on the Council's Intranet and any related Career Grade Scheme for this post.