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**BUXTON ARTS FESTIVAL LIMITED**

**JOB DESCRIPTION**

**POST:** Front of House Manager

**REPORTING TO:** CEO

**MAIN JOB FUNCTION:**

The Front of House Manager is responsible for ensuring our BIF events run smoothly whilst giving a warm welcome to our customers. The role is challenging and will require a person who can cope well under pressure whilst been able to always maintain a professional customer service.

**MAIN DUTIES:**

• Effectively lead the Front of House team of volunteers and interns to ensure that operations run smoothly and audiences receive an exemplary visitor experience.

• Maximise secondary income spend through sales of programmes and merchandise.

• Establish a strong working relationship with all our volunteers and Interns to ensure that we have staff for our venues are required.

• Manage stock of programmes and merchandise and record payments in accordance with the Finance department procedures.

• Utilise the iZettle payment system and track and monitor sales.

• Liaise with the Administrator who will supply you with volunteer availability for BIF events.

events.

• Provide a 1-2 hour induction training session for all BIF volunteers and Interns on the Monday prior to the Festival starting.

• Work towards the BIF business plan to ensure all values are carried out.

• Review and identify any training opportunities and maintain a culture that strives

for excellence.

• Uphold the principles of, and adhere to, company policy and procedures relating to

General Data Protection Regulations and to ensure that all data is dealt with in

accordance with current legislation.

• Assist in producing Health & Safety risk assessments for BIF venues and take reasonable care of your own Health and Safety and that of others who may be affected by your actions.

• Comply with and uphold the principles of relevant legislation and company policies

and procedures.

* Write a post Festival event report.

• Be an ambassador and advocate for Buxton International Festival and promote the company values and behaviours.

• Undertake any additional tasks as may reasonably be required from time-to-time.

The postholder will be required to work closely with all BIF team members to ensure that the Festival runs efficiently.

It is a requirement that the BIF team work in a flexible manner compatible with their jobs during the Festival. The postholder will be required to work weekends and evenings.

**PERSON SPECIFICATION**

Essential: the successful candidate will meet the majority of these requirements.

Experience

• Experience of working in a challenging and busy environment.

• Experience in working in a customer service environment or similar.

• Experience in managing a team.

Skills and Knowledge

• Impeccable administration skills.

• Meticulous attention to detail.

• Strong planning and organisational skills.

• Exceptional written and verbal communication skills.

• Excellent time management skills.

• Excellent computer literacy (including Microsoft Office).

• Ability to manage multiple projects concurrently.

Education, Training and Qualifications

• No formal qualifications required.

Personal Attributes

• Desire to work in a Customer Service environment.

• Passion for opera, music and books.

• Ability to react positively to quickly changing priorities.

• Ability to remain highly organised in a busy, constantly changing environment.

• Ability to plan and prioritise work effectively.

• Ability to thrive under pressure.

• Logical thinker.

• Excellent team player and collaborator.

• Ability to build positive working relationships with others.

• Energetic and positive approach.

• Commitment to high standards of delivery with the resources available.

• Commitment to equality of opportunity and team development.

• Commitment to the work and values of the arts.

Desirable: the successful candidate should meet some of these requirements.

Experience

• Experience of working in a front of house customer service role.

Skills and Knowledge

• Up to date knowledge and interest in the creative industry.

• Understanding of audience demographics.

• Knowledge of producers, artists and work in the subsidised and commercial sectors.

• Knowledge and understanding of audience development.

• Awareness of Health & Safety practice and procedures.

Education, Training and Qualifications

• Educated to A level standard (or equivalent)

**SUMMARY OF TERMS**

Contracted to provide venue management for all BIF events that do not take place in the Buxton Opera House.

Fee: negotiable

for working 17 days of BIF plus 10 days in advance.

Notice period: one month’s notice on both sides.