

**JOB INFORMATION & JOB DESCRIPTION**

<b>JOB TITLE</b>	<b>Front of House Manager (Embassy Theatre)</b>	<b>Date: September 2024</b>
<b>PURPOSE OF JOB</b>		
<p>The daily, effective and sustainable operation of activities at The Embassy.</p> <p>The Front of House Manager will be responsible for the development of a hardworking, customer focused and proactive hospitality team, delivering the highest standards of service to Theatre and Venue customers whilst generating exceptional profitability through bar services, hospitality, catering income and conferencing services.</p>		
<b>Hours of Work:</b>	Working hours will be 40 per week annualised. Week by week working arrangements will be in accordance with business requirements and will include Bank Holidays, weekends, late evenings and daytimes.	
<b>Responsible to:</b>	Theatre Manager / Producer	
<b>Team Relationships:</b>	You will work within a small, dedicated & professional site management team at the Embassy as part of the Duty Management team. The post holder will manage the front of house hospitality assistant team. They will also manage/negotiate relationships with selected external agencies/providers.	
<b>Main terms &amp; conditions of employment:</b>	<p>£29,198 – £30,241 (subject to experience) per year.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including voluntary membership of a company pension scheme plus free use of Magna Vitae’s fitness suites and swimming pools. 20 day’s annual leave (increasing to 25 day’s annual leave after 3 years of service).</p>	
<b>Special Requirements:</b>	<p><u>EQUALITY &amp; DIVERSITY:</u> The post holder is required to carry out their duties in a way that supports Magna Vitae’s Equality &amp; Diversity Strategy.</p> <p><u>HEALTH &amp; SAFETY:</u> The post holder will take all reasonable care of themselves and of others who may be affected by their acts or omissions. All actions must be conducted in accordance with Magna Vitae’s Health and Safety Policy &amp; Commitment Statement.</p> <p><u>SAFEGUARDING CHILDREN &amp; ADULTS:</u> Magna Vitae have a duty to promote the welfare of, and safeguard of children and adults at risk. The post holder is required to comply with the company Safeguarding Policy.</p>	
<b>Work Location:</b>	Embassy Theatre, Grand Parade Skegness. PE25 2UG	
<b>Type of Contract:</b>	Permanent (subject to successful probationary period)   Full Time	

The activities described below may varied sometimes to meet the company's needs. The following duties are not exhaustive but merely indicate the work range and core content of the post. The post holder may be required to undertake further relevant duties. The duties are not arranged in priority order.

## KEY ROLE DELIVERABLES

### Business Function

- To continually develop, deliver and drive revenue generation from bar sales, hospitality, catering, merchandise, and other ancillary sources of secondary spend.
- To ensure that all events, menus and supplies are accurately costed, priced and regularly reviewed to ensure the targeted cost of sale percentage and gross margin is achieved and maximised.
- To identify and implement any new areas of business likely to enhance the profitability of the theatre and to provide an innovative modern, inspired and stylish Hospitality service.
- To seek to build loyalty through long-term business relationships with returning clients.
- Maintain and continue to develop systems relating to sales channels and the administration of stock; including monthly stock reconciliation in accordance with the approved procedures.
- To monitor and control activities against operational budgets in accordance with approved processes and procedures.

### Service Delivery

- To be, and routinely appear, friendly helpful and sincere ensuring delivery of excellent service.
- To assist in the coordination of information; communicating both internally and externally to ensure the smooth running of events.
- To regularly be present – engaging with customers and clients Front of House whilst managing operations.
- To ensure the venue is well maintained, well presented, clean, safe, and fit for purpose always.
- To complete incident/accident reports, together with all other routine records and processes requiring completion for each event including cash and stock reconciliations associated with bars, hospitality and Box office in accordance with financial procedures.
- To ensure all duties are carried out in a safe manner in accordance with the companies Health and Safety Management System, including Policy, Corporate Standards, Local Risk Assessments and the venue Operating procedure including EAP (Emergency Action Plan).
- To routinely attend and actively contribute to operational and other meetings as required.
- To be fully conversant with current fire, evacuation & emergency procedures at all times, taking the lead whenever there is the necessity to evacuate, or a breach/concern of security is identified (public safety).
- As part of a Duty Management Team undertake responsibilities as a key holder of the building ensuring smooth and safe daily operations are maintained

### HR / Line Management

- To induct, train and performance monitor the casual, permanent and volunteer staff pool to ensure that they work safely and effectively and maintain consistency of high-quality standards commensurate with venue operation and Magna Vitae's DNA (mission/core values).
- To monitor and maintain team rotas ensuring effective and appropriate cover of events is achieved.
- To routinely review, document and train to a comprehensive annual staff training plan for continuous service and business improvement.
- To ensure staff are well-motivated, fully briefed and trained to maximise sales & income opportunities, thus supporting the achievement of The Embassy Theatre's business plan, service policies, KPI's and targets.

## Duty Management Team

- Work closely and collaboratively with the Theatre Technical Operations Manager to ensure planning and delivery of day-to-day events at The Embassy Theatre is achieved with high effectiveness and to exacting standards.
- Manage the Front of house team through appropriate processes, including team meetings, training, individual one to ones and appraisals.
- Regularly monitor, review, evaluate and report on the effectiveness of the facilities cleaning regime, repairs and maintenance status.
- Support team and colleagues in a step-in role as/when required.
- To take responsibility for allocated elements of daily operations, operational planning and management including Risk assessment reviews, service improvement planning, training delivery, business reporting and future development.
- To be fully conversant with current fire, evacuation and EAP procedures at all times.
- As keyholder to form part of the on-call duty rota with DM colleagues.
- Maintain effective internal communications to ensure all relevant departments/employees are kept informed of any company objectives, projects, opportunities and protocols.
- Be understudy as and when necessary for Theatre Manager in their absence.

To undertake any other duties set by the Theatre Manager / Producer or Senior Management Team.

# Magna Vitae

## PERSON SPECIFICATION

Candidates are required to explain how they meet each of the following criteria. This should be done using the blank section of the application form.

As well as using relevant experience gained from present or previous employment, you can also draw on any skills from community or voluntary work, leisure interests and the home.

For each requirement please also state how you have gained the skills and experience necessary to do the job.

Remember - Assumptions will not be made about the skills and experience you have. If you do not tell us, we do not know. The company may use appropriate testing as part of the selection process.

JOB REQUIREMENTS & KEY CRITERIA		Essential/ Desirable
<b>Experience/ Knowledge/ Skills</b>	Previous experience of a similar customer facing role in the Hospitality Industry wet sales / catering / conferencing	<b>E</b>
	A competent and confident level of mental arithmetic	<b>E</b>
	Competency and confidence in the use of EPOS systems and similar IT systems	<b>E</b>
	Local knowledge of the immediate resort area and it's amenities.	<b>D</b>
	Experience/Skills in a range of management related topics ie. Service improvement, people management (HR), business operations & risk management	<b>E</b>
	Previous experience in line management	<b>E</b>
<b>Qualifications/ Training</b>		
	A good general standard of education – GCSE Maths and English or equivalent	<b>E</b>

	City & Guilds in Hospitality/Catering or equivalent	D
	First Aid trained/confident	D
	Food & Hygiene Level 3	D
	Food & Hygiene Level 2	D
	IOSH in Event Management and Safety	D
	Personal License Holder/Qualification	D
	Cellar Management Qualification (BIIAB)	D
	SIA Accredited Door Supervisor License	D
<b>Personal Qualities</b>		
	Excellent attitude; team player with a can-do approach.	E
	A willingness to undertake further training relevant to the position.	E
	An active interest in Arts, Culture and Entertainment	E
	Ability to demonstrate enthusiasm in a management role, contributing positively to the overall performance of Magna Vitae	E
	Ability to work in a self-motivated way - under pressure and to tight deadlines	E
	Confident verbal communicator	E

## FURTHER INFORMATION ABOUT MAGNA VITAE

<b>Our Purpose</b>	<p>As a Charitable Trust our mission is to provide an extraordinary range of cultural, leisure and health related facilities and services that allow local people to lead a great life.</p> <p>We will develop and sustain a thriving and successful culture and leisure business that encourages innovation and expansion to maximise the opportunities for the community we serve. We are regulated by both the Charities Commission and Companies House, with any profits we make being re-invested to continually develop and improve services for the people of East Lindsey.</p> <p>Magna Vitae is a Partner to East Lindsey District Council which provides significant financial support for the work we do.</p>
<b>Our Vision</b>	Our VISION is to improve the wellbeing of our community, enabling people to live great lives.
<b>Our Values</b>	<ul style="list-style-type: none"> <li>• We are in this together</li> <li>• We embrace change</li> <li>• We are always learning</li> <li>• We celebrate differences</li> </ul>
<b>Benefits of working for Magna Vitae</b>	<p>As a new company we are looking to recruit talented people to join our established teams. We will provide you with the opportunity to develop your skills to ensure that you have the best industry leading knowledge so that, as opportunities arise, you can further your career within Magna Vitae or the culture and leisure industry as a whole.</p> <p>You will also benefit from some of the best terms and conditions in the leisure field including a competitive salary and a generous employer pension scheme. We look forward to receiving your application.</p>