



Front of House Manager January 2012

Thank you for your interest in this position. This document contains the job description and the person specification for this role.

Interested parties should apply in writing with an up to date Curriculum Vitae no later than 5pm on Monday January 30th 2012 by one of the following methods:

- Email:** to info@glor.ie with 'FOH Manager Role' in the Subject Line
- Post:** to glór HR, FOH Manager Role, Causeway Link, Ennis, Co. Clare
- By Hand:** please drop sealed envelope marked FOH Manager Role to glór box office, Causeway Link, Ennis, Co. Clare

Please note the following key dates that form part of this recruitment process:

Deadline for applications: 5pm, Monday January 30th 2012
Interviews: Thursday February 02nd 2012
Start date: Monday February 06th 2012



Front of House Manager

JOB DESCRIPTION

The Front of House Manager reports to the Director of glór and liaises with all teams within glór.

❖ **Front of House Management**

- Completion of FOH briefing before each event, to include any specific customer issues
- Ensuring that the building is clean, warm and safe for patrons
- Welcoming those in attendance
- Collecting email addresses, compiling these and getting them to marketing department and giving out flyers
- Assisting FOH staff to get patrons to their seats in a timely fashion
- Ensuring, in coordination with the technical team, that events begin on time
- To implement new policies and procedures where appropriate
- To assist FOH Manager in rostering FOH staff
- To deal with customer complaints and comments at performances
- To help implement 'No Photography' policies in line with Child Protection legislation
- Dealing with customer concerns, complaints & ticket issues should they arise.

❖ **Health & Safety**

- Completion of Health and Safety checklist for every event, ensuring safety of building before allowing patrons to their seats.
- Ensuring that all glór legal obligations are adhered to in line with child protection, and health and safety.
- To be completely familiar with fire panel and emergency evacuation procedures

❖ **People Management**

- Responsible for management of team of part time staff efficiently and cost effectively.
- Day-to-day management and operation of the department.
- Training of casual staff.
- Drawing up and review of staff rosters according to programming needs.
- Ensure that glór Irish Music Centre's policies on Equal Opportunities in employment and service provision, Racial Equality, Disability Equality and Harassment at Work are actively pursued and promoted.

❖ **Planning**

- Rostering of front of house and security staff in line with hire agreements for shows.
- Reviewing rosters regularly to ensure staff numbers are in line with ticket sales.
- Completing a report at the end of each event, to capture staff costs, issues arising etc.
- Completion of a weekly Profit and Loss report with other departments to include all FOH, security, merchandising numbers.
- Choosing events suitable for tuck shop, ensuring stock is in place for same, and cash handling for these events.

❖ **Other**

- Carry out occasional general housekeeping duties (including waste disposal, client refreshments and occasional cleaning tasks), and ensuring that all equipment, furniture and instruments are stored in a safe and easily accessible manner.
- Willing and able to work flexible hours including evenings and weekends.
- Work effectively with glór team, visiting production teams, contractors and Clare County Council staff.
- To at all times behave with professionalism and be an ambassador for glór.
- Tidy up of venue at the end of an event to ensure that it is ready for upcoming other events next day.
- Any other duties appropriate to the post which may, from time to time, be allocated by other management staff at glór Irish Music Centre.

€15.00 per hour gross



Front of House Manager PERSON SPECIFICATION

ESSENTIAL

- Minimum of 1 years proven experience managing people.
- Excellent customer care skills.
- Outstanding communication & interpersonal skills.
- High level of computer literacy.
- Willing & able to undertake physical lifting & similar tasks integral to the role.
- Proven experience of working in a pressurised customer facing environment.
- Available to work flexible hours.
- Ability & willingness to work as part of a small team

DESIRABLE:

- Previous experience in a theatre/venue/entertainment environment.
- An interest in the arts.