

# THE MARLOWE

## Job Description

POST DETAILS	
Organisation	The Marlowe Trust
Location	The Marlowe Theatre and The Kit
Job title	Front of House Supervisor
Reports to	Deputy Front of House Manager
Salary	£20,997 per annum

## JOB PURPOSE

To supervise the Front of House team to deliver an excellent customer experience for visitors, and to deliver the business objectives of The Marlowe Theatre.

## PRINCIPAL ACCOUNTABILITIES

- To supervise the bar, restaurant and ushering staff and service to deliver the business and customer service objectives of the Marlowe Theatre.
- To support the Deputy Front of House Manager in monitoring and managing the performance and sickness absence of Front of House Assistants. To support the Front of House Services Manager in ensuring compliance with corporate and service policies and procedures so that the department is fulfilling its obligations.
- To supervise the team to operate in a commercial way to achieve value for money and optimize financial return
- To supervise the team to ensure they work in a safe and legal way to comply with regulatory and legislative requirements
- To respond to enquiries/complaints in a timely manner, escalating where appropriate, to ensure high levels of customer service.
- To develop effective working relationships both internally and externally to ensure good communication.

<b>REQUIRED ATTRIBUTES</b>	
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of the theatre or cultural industries.</li> <li>• Good knowledge of relevant legislation and regulations in particular food hygiene.</li> <li>• Good knowledge of food allergies.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good level of barista skills.</li> <li>• Good level of commercial selling skills.</li> <li>• Good level of written and verbal communication skills.</li> <li>• Basic level of people management skills.</li> <li>• Good level of customer service skills.</li> <li>• Basic level of IT skills.</li> </ul>
<b>Experience</b>	<ul style="list-style-type: none"> <li>• Good level of relevant experience within the catering or theatre industry.</li> </ul>
<b>Qualifications</b>	<ul style="list-style-type: none"> <li>• Level 2 Food Safety (or willingness to train).</li> <li>• First Aid in the workplace (or willingness to train).</li> <li>• GCSE in Maths and English at Grade C or above, or equivalent qualification.</li> </ul>

<b>JOB DIMENSIONS</b>	
<b>Annual budgetary amounts</b>	Direct £ - 0 Indirect £ - 0
<b>Number of staff reporting to the job holder</b>	Direct - 0 Indirect - 0
<b>Any other relevant information</b>	Must be well presented and willing to work evenings and weekends