

# THE MARLOWE

## Job Description

POST DETAILS	
<b>Organisation</b>	The Marlowe Trust
<b>Job title</b>	Front of House Supervisor
<b>Reports to</b>	Front of House Manager
<b>Grade</b>	M

## JOB PURPOSE

To supervise the Front of House team to deliver an excellent customer experience for visitors.

## PRINCIPAL ACCOUNTABILITIES

1. To supervise the Bar, Restaurant and Ushering staff and service to deliver the business and customer service objectives of The Marlowe Theatre, ensuring they are working in a safe and legal way to comply with regulatory and legislative requirements.
2. To support the Front of House Manager in monitoring and managing the performance and sickness absence of Front of House Assistants and in ensuring compliance with corporate and service policies and procedures so that the department is fulfilling its obligations.
3. To supervise the team to operate in a commercial way to achieve value for money and optimize financial return.
4. To respond to enquiries/complaints in a timely manner, escalating where appropriate, to ensure high levels of customer service.
5. To thoroughly understand and play an active role in the theatre's fire and emergency plan.
6. To drive your own career and skills development, making the most of the opportunities made available to you.
7. To work in a safe and legal way to comply with regulatory and legislative requirements.
8. To live and represent The Marlowe's values.

<b>REQUIRED ATTRIBUTES</b>	
<b>Required Qualities</b>	<p>The Marlowe's core values are to be authentic, supportive, resilient, collaborative, inclusive and passionate in everything we do.</p> <p>We actively seek to represent the diversity of our society</p> <p>In order to live our values, our Front of House Supervisor should be:</p> <ul style="list-style-type: none"> <li>• A customer-focused people person with great interpersonal skills</li> <li>• A great communicator</li> <li>• A collaborative and proactive team player</li> </ul>
<b>Knowledge</b>	<ul style="list-style-type: none"> <li>• Basic knowledge of the theatre industry</li> <li>• Basic knowledge of principles of customer service</li> <li>• Good knowledge of relevant legislation and regulations in particular food hygiene.</li> </ul>
<b>Skills</b>	<ul style="list-style-type: none"> <li>• Good level of commercial selling skills.</li> <li>• Good level of written and verbal communication 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>• We value education and GCSE's in Maths and English at Grade 4 or above are desirable for this role. We will, however, consider applications from suitably skilled and experienced candidates without a qualification.</li> <li>• BIIAB Level 1 Award in Responsible Alcohol Retailing (or willingness to train)</li> <li>• Level 2 Food Safety (or willingness to train).</li> <li>• First Aid in the workplace (or willingness to train).</li> </ul>

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

<b>WORKING ENVIRONMENT</b>
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The Marlowe Trust is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.

The Marlowe's performances happen mostly in the evenings and at weekends. In order to deliver the best service to our customers, all of our posts, whether frontline, strategic, planning or support roles, require some evening and weekend working.

#### **ORGANISATION CHART**

See attached

**November 2021**