



Front of House Manager

Tacchi-Morris Arts Centre | Job Pack

Contract: 30hrs per week*, term-time only** + 5 weeks

**Mainly evenings and weekends during term-time as per requirements of venue programme.*

Annualised hours, 1290 per annum (based on an average of 30 per week)

***The additional weeks means we expect this role will have around 4 weeks during school holidays. Termly schedules will be agreed in advance.*

Salary: Grade 13, Point 6-11 (£20,043-£22,129 pro-rata). Actual salary £15,277-£16,866, pay award pending

Application Deadline: Mon 13 Jun 2022

Interviews: Week commencing Mon 20 Jun

To Start: Mon 5 Sep 2022

Other requirements: Successful candidate will be required to undergo an enhanced DBS check before starting (paid for by employer).

Note: This role is venue based. Working from home is not available for this position.

Tacchi-Morris Arts Centre | Context and Background

Tacchi-Morris Arts Centre is a multipurpose venue that provides arts activities for the whole community. Opened in 2000 as the result of a successful National Lottery bid and partnership funding from the Tacchi-Morris Trust, the centre holds state-of-the-art facilities and aims to inspire all the community to get involved in the arts, be it coming to watch a show or taking part.

We promote over 200 events and evening and weekend performances a year. The programme comprises a mixture of shows by education establishments, community groups and professional touring productions. In particular this includes Heathfield Community School, who amongst many other things, put on a season of full-length plays each year, as well as a number of dance and music festivals.

The professional programme aims to be very diverse, offering a wide range of shows for adults and young people (many of which can have an attached residency or workshop). The programme features prominent national names and artists, cutting edge theatre companies, a range of work for early years and contemporary dance alongside more commercial acts such as selected tribute acts and comedy. We also have a large community theatre programme and work closely with local theatre groups and artists to support their work.

As well as a busy programme of theatre, dance and music, Tacchi-Morris Arts Centre runs a range of community classes open to all the family and hosts approximately eight visual art exhibitions annually in the foyer gallery space.

Adjacent to Tacchi-Morris Arts Centre is Somerset Performing Arts College of Education (The SPACE). This 16-19 Performing Arts College draws young people committed to future careers in the performance

sector. The SPACE provides further scheduling and performance opportunities and we host their annual full-scale musical as well other regular festivals such as SPACE Fest.

We believe involvement in the arts is not only a great way to have fun and breed creativity but also a means for exploring what it means to be human. Our work as part of Heathfield Community School and The SPACE (as well as with other local secondary and primary schools and colleges) and with the wider community has shown us the value of the arts in developing skills and raising attainment, in challenging ideas and the world around us, in improving health and well-being and in building confidence and self-esteem.

A joint agreement exists between Heathfield Community School, the Tacchi-Morris Trust and Somerset County Council which governs the use of the building. Tacchi-Morris Arts Centre was developed through support from Kathleen Tacchi-Morris and continued support from the Tacchi-Morris Trust and Heathfield Community School. Core to the centre's existence is continuing the legacy of pacifism that echoed throughout Kathleen Tacchi-Morris' work and life.

Staffing

The Centre itself has a small dedicated staff consisting of:

- Centre Director
- Box Office and Community Classes Manager
- Finance & Administration Assistant
- Marketing Officer
- Technical Manager
- Technical Apprentice
- Duty Technicians (Casual)
- Back of House Volunteers
- Front of House Manager
- Front of House Duty Managers & Supervisors (Casual)
- Front of House Volunteers

We have a wonderful, invaluable team of volunteers – some 40 adults and 20 young people – who assist with front of house responsibilities and in return get to have fun, work in a bustling theatre and see shows for free. In addition, our Community Classes programme is made up of excellent Classes Tutors who deliver high quality sessions.

The Centre works in partnership with Heathfield Community School and is greatly aided by:

- Access to the whole superstructure of the school for various services e.g. personnel services, legal services, resources and reprographics, cleaning/caretaking, but more importantly there is a huge pool of human resources. There is a large creative team of teachers and support workers, all of whom are part of the Centre's mission.
- Heathfield Community School's commitment to all children following an arts-based course throughout their school life and having access to diverse range of professional arts experiences. This entitlement is underpinned by the Heathfield Community Arts Plan which guides programming.

Front of House Manager | Job Description

Reports to: Centre Director

Responsible for: Casual Front of House Duty Managers, Front of House Supervisors, Front of House Volunteers

Purpose of the Role

The Front of House Manager is a new role within the arts centre and is responsible for ensuring the smooth running of the Front of House operations for all events, shows, functions and classes. Essential to this is maintaining the strong relationships and community of our volunteer team. The Front of House Manager is also charged with maximising income from the Front of House food and beverage offer. This position is crucial to the success of the Tacchi-Morris Arts Centre's vision.

Responsibilities

Front of House Management

- Create a positive, friendly work environment for Front of House staff and volunteers.
- Ensure the smooth running of events Front of House, maintaining customer care and confidence, and providing a high level of customer experience.
- Increase Front of House income by developing and improving the beverage and food offer for customers.
- Order and manage stock levels, ensure regular stock takes are being carried out and accurate sales records are maintained.
- Manage all cash floats, petty cash and change orders in conjunction with the Finance and Administration Assistant.
- Ensure tills are up-to-date in line with price changes and any issues are rectified.
- Deal with customer enquiries and feedback and adopt a positive approach to problem solving and to resolve any issues in a timely and satisfactory manner.
- Assist the Centre Director in ensuring entertainment licensing, Fire Safety and Health & Safety legislation/regulations for places of entertainment are observed at all times.
- Maintain a safe and welcoming environment for all customers, hirers and promoters.
- Ensure all building defects are promptly reported for early rectification.
- Line manage the Front of House staff and volunteers.
- Ensure accurate Front of House departmental team administration to include annualised hours, sickness reporting and Front of House staff/volunteer rotas.
- Recruit and oversee the training of the Front of House staff and volunteers, motivating the team to deliver an excellent customer experience and ensuring they are up-to-date with emergency evacuation and fire safety procedures.
- Arrange regular volunteer meetings and special events to maintain volunteer engagement.
- Attend weekly/bi-weekly Operations meetings.

Duty Management

- Undertake the large majority of Duty Management shifts.
- Be in charge of the building whilst Duty Manager, assuming responsibility for the health & safety of all individuals on the premises. Ensuring safe evacuation of the building in the event of an emergency, and liaising with emergency services as required.

Duty Management (continued)

- Ensure an effective Front of House operation when on duty and that the programme of events runs smoothly, safely and to a high level of customer experience.
- Liaise pre-show with incoming performance companies, promoters, hirers, producers as needed.
- Ensure that all Front of House staff/volunteers have pre-show/event briefings that includes fire safety and fire evacuation.
- Ensure that all Front of House floats are securely kept, daily cash receipts are reconciled and daily reporting paperwork completed maintaining accurate records at all times.
- Allocate appropriate tasks for the Front of House team during events, supporting and assisting when appropriate.
- Ensure cleaning procedures for equipment and areas Front of House are being maintained.
- Be a designated keyholder, opening and closing the building as required when on shift.

Other

- Provide Front of House for conference/room hire events. Liaise with conference bookers to ensure all requirements are met for the smooth running of their event.
- Develop a programme of events/clubs/activities in the bar on non-show nights (Open Mics, Quizzes etc.)
- Undertake any necessary and relevant training in relation to the role.
- Any other duties as reasonably requested.

Front of House Manager | Person Specification

	Essential	Desirable
Qualifications	<ul style="list-style-type: none"> GCSE English & Maths, grade c/4 or higher 	
Experience	<ul style="list-style-type: none"> Experience of delivering excellent customer service. Proven team leadership experience. Experience of event coordination. Experience of managing teams of casuals and volunteers. Hands on experience and working knowledge of stock control Bar experience and a familiarity with venue alcohol licensing. 	<ul style="list-style-type: none"> Proven track record in Front of House management in a live entertainment venue, delivering a high level of customer experience. Experience of Box Office and ticketing systems.
Knowledge and Skills	<ul style="list-style-type: none"> Numeracy and cash handling. Good IT skills including use of Microsoft Office Ability to focus on tasks whilst in a busy and noisy environment. Ability to lift and move Ability to motivate and manage a team. Knowledge and understanding of current Health & Safety legislation relating to live entertainment venues Willing and able to hold a personal license. <i>(if you do not have one already TMAC will support you to obtain one)</i> Excellent verbal communication skills and good written skills Ability to communicating with multiple stakeholders and a varied customer base. 	<ul style="list-style-type: none"> First aider Current and Clean Driving License
Qualities	<ul style="list-style-type: none"> Passion for the arts and the work of the Tacchi-Morris Arts Centre. Enjoys working with people of all ages in an inclusive environment. Creative problem solver and confident decision maker. Calm under pressure with a positive outlook. A 'doer' and 'finisher'. Strong team player, proactive, with a flexible approach to work. Absolute attention to detail. Ability and confidence in managing relationships with teams, treating differing views with discretion and diplomacy. Comfortable working independently. Sense of humour. 	

Conditions of Service

All members of staff at Tacchi-Morris Arts Centre are employed by Somerset County Council and enjoy the same terms and conditions of service as any other employee on the school staff.

Application Process

Applicants should complete the Somerset County Council Application form available at <https://www.tacchi-morris.com/vacancies-opportunities>. Applications should be emailed to nicky@tacchi-morris.com **no later than Monday 13th June 2022**.

For further information or to discuss the specifics of the role further, contact nicky@tacchi-morris.com.