

# GAIETY THEATRE

## SUPERVISORS JOB DESCRIPTION

<b>JOB TITLE:</b>	<b>FOH Supervisor</b>	<b>DEPARTMENT:</b>	<b>FOH &amp; Retail</b>
<b>DIRECT REPORTS:</b>	<b>FOH Casual Assistants</b>	<b>REPORTS TO:</b>	<b>Duty Manager</b>

### JOB PURPOSE

The Gaiety Theatre is looking to add to the Front of House team, and recruit Front of House Supervisors, who will be responsible for the running of all aspects of each floor of the venue, reporting into the Duty Manager. The successful candidate will motivate, lead and supervise a team of staff, in providing exceptional customer experience in all aspects of the FOH areas.

The Key Job Purpose will be:

- To foster and adapt a strong, friendly customer-centred environment, building on the high customer service standards already in place.
- To ensure that the building is operated safely and comfortably for both staff and customers.
- To facilitate staff in their role and to support management in running the venue.
- To ensure clear and concise communication throughout the building.
- To maximise sales potential and supervise all retail outlets.
- To deal with customer queries and find ways to enhance the customer experience
- To report any H&S or maintenance issues immediately.
- To supervise and ensure cash handling procedures are followed.
- Allocating stock and managing stock levels and reporting issues back to the Duty Manager.

### KNOWLEDGE/EXPERIENCE/SKILLS NEEDED

ESSENTIAL	DESIRABLE
<ul style="list-style-type: none"> <li>• Positive “can-do” attitude</li> <li>• Good numeracy skills</li> <li>• Interpersonal skills – e.g. influencing/motivational/team player</li> <li>• Exceptional communication skills</li> <li>• Ability to delegate to staff</li> <li>• Good radio etiquette</li> <li>• A team player, able to motivate.</li> <li>• An interest in theatre/ entertainment</li> <li>• Work well under pressure</li> <li>• Work to deadlines</li> <li>• Problem solving</li> <li>• Cash handling experience</li> <li>• “Customer is King” approach</li> <li>• Ability to work shifts</li> <li>• Willingness to work unsociable days/hours</li> </ul>	<ul style="list-style-type: none"> <li>• Previous experience of supervising a team</li> <li>• EPOS skills</li> <li>• First Aid Trained</li> <li>• Interest in theatre</li> <li>• An innovative approach to sales</li> <li>• Attention to detail</li> </ul>

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### PRINCIPAL ACCOUNTABILITIES

- Capability to supervise bar, kiosk ushers and public areas and the ability to run the retail units effectively.
- To offer our patrons the highest standards of customer service, while remaining alert and attentive to them at all times.
- To maintain a positive outlook to work at all times.
- To be immaculate in personal presentation and hygiene whilst on duty, following the Gaiety Theatre`s dress code at all times.
- To work effectively as a team leader and to offer colleagues any support necessary. Manage staff duties for the shift, as directed by the Duty Manager.
- To ensure the cleanliness and tidiness of the FOH working areas.
- To deputise for other front of house areas as required, assisting staff and managers.
- To help move stock and property around the building as required, adhering to ‘Manual Handling’ guidelines for the building.
- Responsible for stock and security of stock.
- To train and induct new members of the team.
- To adapt your approach to work, depending on the show and the patrons that it brings.
- To take all required steps to maximise Front of House Income.
- To know and understand the company’s health and safety policy and to implement this policy at all times.
- To undertake front of house duties, to include cash handling and fire evacuation.
- To report any maintenance or H&S matters brought to your attention to management immediately.
- Ensure mobile sellers are actively selling and have plenty of stock to sell.
- To ensure that employees are aware of the cash-handling procedures and that they adhere to it.
- Handle customer relations issues calmly, efficiently and professionally at all times, reporting back information to Manager.
- To undertake any other reasonable duties as directed by the Duty Manager

#### To apply:

Please apply with CV and cover letter to: [recruitment@gaietytheatre.com](mailto:recruitment@gaietytheatre.com)