



Watford Palace Theatre

20 Clarendon Road
Watford WD17 1JZ
T 01923 235455
F 01923 819664

Box Office 01923 225671
enquiries@watfordpalacetheatre.co.uk
www.watfordpalacetheatre.co.uk

VACANCY AT WATFORD PALACE THEATRE

Thank you for your interest in a vacancy at Watford Palace Theatre.

The specific details of the vacancy you are applying for are:

Job Title:	Front of House & Bars Assistant Manager
Application Deadline:	10am Monday, 20 th March 2017
Interview Date:	23 rd March 2017
Second Interview Date	TBC
Recruiting Manager:	Front of House and Bars Manager

You can download a copy of our application pack, including

- The job description
- A copy of our staff structure
- An application form

from : www.watfordpalacetheatre.co.uk or can request a copy by contacting the Administrator :
admin@watfordpalacetheatre.co.uk or 01923 235455

Details of how to submit your application are shown on the application form.



Palace Theatre Watford
Limited is a company
limited by guarantee
Reg no. 3218719
Registered in England
at 20 Clarendon Road,
Watford WD17 1JZ
Registered as a
Charity no. 1056950

JOB DESCRIPTION

Post: Front of House and Bars Assistant Manager

Reporting to: Front of House and Bars Manager

Responsible for: Front of House Casual Assistants

Watford Palace Theatre is a beautiful Edwardian 600-seat producing theatre which works across the art forms of theatre, dance, outdoor arts and digital. We welcome over 60,000 people a year through our doors across 400+ performances a year. For each performance a dedicated Front of House and Bars team ensures the smooth running of all customer facing activities. The role of the Front of House Assistant is to support the Front of House and Bar Manager including supervising Front of House Casual Assistants and acting as Duty Manager when required. The role will also include supporting the Box Office, when required.

Front of House and Bars Responsibilities

- Act as Duty Manager for approximately 1 – 2 shifts per week
- Supervise Front of House Casual Staff
- Deputise for the Front of House and Bars Manager as required.
- As required by the Front of House and Bars Manager, help to recruit, induct and manage a team of Customer Service Assistants for the Front of House (FOH) & Bars.
- Liaise with backstage colleagues as required to ensure the smooth-running of each show, both for in-house productions and visiting shows. This will include ensuring effective co-ordination of running times, external companies' merchandise sales, etc
- Help ensure the comfort and wellbeing of all visitors to the building.
- Assist the Front of House and Bars Manager in overseeing the organisation's compliance with its Premises Licence and any associated inspections
- Supervise the operation of cash registers ensuring all items are entered correctly and in accordance with company procedures and that cashing up is completed correctly.
- Take responsibility for opening up and locking up procedures as required.

Box Office and Sales Responsibilities

- Support the Box Office to help customers face-to-face and respond to a range of tasks associated with our audience at Watford Palace.
- Process bookings through the Box Office system Spektrix (Training will be provided).
- Provide information to members of the public about events taking place at the Theatre or for which the Theatre is selling tickets on behalf of a third party

General

- Work closely with colleagues to ensure the smooth-running of the building.
- Support colleagues in other teams in the running of a range of special events, including hires of the building, press nights and participatory activities.
- Actively support and promote the Palace's commitment to diversity and equal opportunities in every area of the Theatre's work.
- Ensure strict controls are adhered to in respect of all cash management issues.

This job description is subject to review.

PERSON SPECIFICATION

Essential

- A flexible approach to working hours including a willingness to undertake weekend and evening work
- Experience of working in Bars and proven skills in Front of House supervision
- Formal customer services training
- Confidence, tact and skill in dealing with the general public
- The ability to remain polite and patient under pressure
- Strong communication skills, both written and oral
- Experience of supervising and motivating a team
- Experience of office administration including use of Microsoft Office, especially word and excel

Desirable

- An interest in theatre
- Health and Safety in the Workplace certificate
- Hold a current basic Food Hygiene Certificate.
- Personal License Holder
- Trained First Aider

TERMS OF EMPLOYMENT

Contract: This is a fixed term contract for one year and is subject to a two month probationary period. This contract may be extended for a second year at the discretion of WPT.

Salary: £19,793

Hours: 40 hours per week worked average over the week five days consecutively, mainly evening and weekend work

Holiday: 29 days per annum, 8 of which include UK Public Holidays (pro rata)

Notice Period: 6 months