



Shetland *arts*

JOB PROFILE

Role	Front of House Supervisor
Competency Level	Supervisor
Job Ref	
Rate	£20,000 - £24,000
Reports to	Front of House Manager
Responsible for	Supervises staff on shift
Key relationships	Customers Marketing Manager Production Team Crowd Safety Team Programmer Chief Executive Senior Management Team

Principle Aim

To deliver a customer focused efficient and profitable Box Office, Front of House, Retail and Foyer EPOS service that meet the requirements of SADA's internal and external customers.

To assist the Box Office Manager in achieving the highest standards of customer care and satisfaction.

To work as part of a team that establishes an excellent reputation of service, quality and experience in all Shetland Arts Venues (Bonhoga, The Garrison and Mareel) including any temporary venues.

To work as an event manager for designated events when required.

What you will do:

The following gives an indication of the duties and responsibilities that the post may involve. The exact nature of these duties and responsibilities will change over time and the post holder will be expected to work flexibly and carry out any work that is reasonably required.

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| 1 | Support the Front of House Manager with the input of events to Shetland Arts box office software system, preparing events for sale and placing events on sale in line with procedures and policies and to manage back office Box Office functions when required. |
| 2 | Support the Marketing Department to ensure all our venues and events are promoted well. Make sure all marketing material in the venue is up to date. |

3	To be a constant and visible presence within your assigned area, walking the floor, liaising with customers and staff and continually checking and monitoring the health, safety and well being of staff and customers.
4	To be responsible whilst on duty for supervising all staff working within Front of House.
5	In conjunction with the Retail Manager, Front of House Manager and the Food and Beverage Manager set the standard for the customer experience.
6	To ensure cleanliness of all areas including cinemas, gallery spaces, back stage, dressing rooms and student areas as required and resolving immediately where sub-standard cleaning has been identified.
7	To utilise existing IT systems gaining enough knowledge of these systems to carry out Front of House Supervisor role.
8	To undertake stock purchases when required and ensure stock control procedures are followed.
9	To accurately cash up all FoH tills and sales points in line with SADA procedures.
10	To be support the smooth running of events by ensuring all requirements per the venue management system are actioned.
11	To ensure that all maintenance and repair requirements are noted, reported and actioned in an appropriate manner;
12	Assist the Head of Production with Fire Alarm Testing, Fire Drills and Fire Evacuation training at all Shetland Arts Venues.
13	Support an organisational culture of learning and continuous improvement by leading by example through your own personal and professional development;
14	To undertake such other responsibilities as shall be assigned from time to time by the Front of House Manager, Chief Executive and Senior Management Team.

Competencies

How you will do it:	
Attention to Detail	<ul style="list-style-type: none"> • Compares observations or finished work to what is expected to find inconsistencies • Questions items of data that don't look right • Works hard at getting it 'right first time, every time' • Does not take everything for granted; probes into detail • Sets an example to others so that their work improves • Remains aware and takes care of details that are easy to overlook or dismiss as insignificant
Commercial and Business Awareness	<ul style="list-style-type: none"> • Understands parameters of own role and relationship to other departments • Displays an understanding of competitor organisations • Controls obvious costs in own area • Looks for cost savings in relation to own work • Uses a system to monitor and control costs and resources • Does basic cost / benefit analysis • Considers cost implications of any proposed change
Team Working	<ul style="list-style-type: none"> • Supportive of the needs of others • Considers how own operational decisions can impact others • Provides input to help others to achieve their goals and solve their problems • Knows who the internal and external stakeholders are
Communication	<ul style="list-style-type: none"> • Communicates face-to-face where possible • Asks questions of their team to confirm and develop understanding • Gives timely information to people who need it • Seeks views of others where appropriate • Uses information to support their point of view • Able to simplify and rephrase poor communication • Uses different communication media appropriately
Creativity	<ul style="list-style-type: none"> • Understands the decision-making process • Adapts existing approaches to address new problems or situations • Makes realistic decisions regarding the best solution to pursue • Demonstrates a personal ability to apply creativity in problem solving • Discusses different aspects of problems to bring more structure in complex situations
Customer Focus	<ul style="list-style-type: none"> • Develops customer relationships through anticipating needs and seeking feedback • Monitors targets and deadlines in line with quality standards and takes appropriate action • Develops an understanding of the underlying needs of customers to provide the best service • Responds to the needs and feelings expressed by customers whilst considering the needs of the organisation • Uses customer feedback to solve problems
Planning & Organising	<ul style="list-style-type: none"> • Builds flexible plans • Draws up a course of action for self and others to accomplish goals • Adapts/modifies plans as situations demand

	<ul style="list-style-type: none"> • Looks ahead and plans accordingly • Plans different courses of action before acting • Consults others in the planning process to get the best workable plan • Thoroughly assesses importance of requirements and plans accordingly • Adjusts work assignment schedules for self or others to meet changing work priorities • Identifies and communicates priorities in line with organisation and customer requirements
Developing Others	<ul style="list-style-type: none"> • Identifies individual development and training requirements and takes appropriate action to ensure they are met • Creates and uses on-the-job opportunities to develop team members • Works with individuals to agree and follow their development plans • Gives regular feedback on performance and conduct leading to a wide range of agreed development actions • Identifies and responds to negative behaviour or conduct and acts in line with organisational policy • Encourages self-development and peer support throughout the team
Leadership	<ul style="list-style-type: none"> • Willing to take responsibility for a problem, even if not obviously within own remit • Delegates tasks appropriately • Able to work independently and seek guidance when needed
Judgement & Decision Making	<ul style="list-style-type: none"> • Demonstrates confidence, and speed when necessary, in decision making • Uses judgement based on sound reasoning and experience to come to a decision • Makes timely decisions • Finds and uses all relevant available information • Decisions are usually correct, with hindsight • Makes necessary decisions even when information is limited or unclear

Person specification: Front of House Supervisor

	Essential	Desirable
Personal features and qualities	<p>Capacity to work under pressure in a calm friendly manner</p> <p>Ability to apply standards consistently</p> <p>Flexible, adaptable and responsive</p> <p>Self-motivated and able to work on own initiative</p> <p>Passion for high levels of Customer care</p> <p>Willingness to work flexible or unsociable hours as and when required</p>	An interest in the arts
Relevant experience	<p>An established and proven track record in supervising in a customer facing roll.</p> <p>Demonstrable expertise in customer care</p> <p>Cash handling experience</p> <p>Basic computer skills</p>	<p>Familiar with working as part of a large team</p> <p>Good working knowledge of Box Office Systems</p>
Education	<p>Educated to O'Grade, Standard Grades, or GCSE level or equivalent in English and arithmetic</p> <p>Qualification in First Aid or a willingness to work towards this within 6 months of appointment</p>	O'Grades, GCSEs or equivalent in English, arithmetic
Skills, abilities and knowledge	<p>Ability to motivate / train staff</p> <p>Ability to prioritise workload.</p> <p>An ability to work under pressure</p> <p>Good written and spoken communication skills</p>	
Other	A demonstrable awareness of equal opportunities and access issues	Access to own transport to travel between Shetland Arts Venues and events