

# JOB DESCRIPTION

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| **Post Title:** | Front of House Services Supervisor | **Department / Service:** | Economy & Place |
| **Hours:** | 37 | **Level:** | G04 |
| **Location:** | Venue Cymru | **Job Evaluation Number:** | SL2151 |
| **Responsible to:** | Front of House Services Manager | **Responsible For: (Staff)** |  |

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| **Job Purpose:** |
| To assist in the smooth operations of the building |

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| **Duties and Responsibilities - Job Specific** | |
|  | Under the direction of the Front of House Services senior management team to ensure physical checks of all front of house areas are carried out prior to every event paying particular attention to fire exits and safety requirements. |
|  | Under the direction of the Front of House Services senior management team to assist with the smooth operation of the food and beverage service in the building. |
|  | To supervise Food and Beverage & Confectionery Sales Assistants and volunteer stewards including the proper close down and event set up for the next day |
|  | To support the Front of House Services Management team in the planning and running of all hospitality events in the complex |
|  | To conduct briefings with all staff working within the team to ensure a smooth operation |
|  | To assist the Front of House Services senior management team in the management of the volunteer stewards attendance log at Venue Cymru and Theatr Colwyn. |
|  | To assist senior management with the volunteer steward briefing prior to a performance. |
|  | To ensure all cash handling and cash up procedures are followed and ensure CCBC and agency staff comply with the PCI DSS compliance. |
|  | To ensure all bar, restaurant and kiosk close down procedures are followed and accurate waste records are being kept |
|  | To ensure all departmental policies and procedures are met including pre-set guide lines from the licencing department and the FSA |
|  | To act as Duty Manager for small portions of the shift |
|  | Ensure all equipment faults are recorded for FOH services manager to arrange repair. |
|  | Post holder will on some occasions be expected to place stock orders and is expected to follow CCBC guidelines on ordering and checking orders in. |
|  | To report any issues that may affect the delivery of service to the complex |
|  | The post holder will be expected to regularly provide Duty Manager support for shows to Theatr Colwyn. |
|  | Post Holder will be expected to support Front Of House Services Manager in delivering corporate banqueting services at Eirias Parc sporadically throughout the year. |
|  | To ensure the safety of the sections property whilst on shift. |
|  | To ensure that statutory obligations relating to the welfare of the general public are met. |
|  | To be able to lift heavy boxes e.g programmes/ flyers crates of bottles and furniture on a regular basis. |
|  | To assist the senior management team in dealing with patrons queries and complaints. |
|  | As part of the security team to be a key holder for the building to open up and secure the complex on a rota basis. |

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| **Duties and Responsibilities – Corporate** | |
|  | To be responsible for establishing good working relationships both internally and externally. |
|  | Compliance with the Authority’s Policies and Procedures and to make known to Senior Officers any areas which are not adequately covered. |
|  | To participate actively in supporting the Authority’s principles and practices of equality of opportunity as laid down within the Equalities Policy. |
|  | To be responsible for the application of Health & Safety practices within the daily operations, sharing a common responsibility for Health & Safety across the department, directorate and Authority as a whole. |
|  | Employees will be required to give certain information relating to themselves in order that the Authority may properly carry out its duties, rights and obligations as an employer. The Authority will process and control such data principally for personnel, administrative and payroll purposes. |
|  | As a term of your employment and in order to maintain effective departmental operations, you may be required to undertake any other reasonable task, commensurate with your grade, as determined by your Line Manager or Head of Service. |
| 7. | Conwy is committed to safeguarding children and vulnerable groups. All Council employees are expected to be aware of the Corporate Safeguarding Policy and their responsibility to report any concerns in the appropriate manner and timescales. |

###### **Review Date/Right to Vary**

This job description is not intended to be an exhaustive list of duties. The Authority reserves the right, after appropriate consultation with you, to vary your duties and responsibilities within the parameters of your grade and occupational competence in order to respond to changes in the needs of the service.

**Signed by:** …………………………………………. **Date:** ……………………………..

Employee’s Name and Signature

Approved by

**Head of Service:** ………………………………….. **Date:** ……………………………..

# PERSON SPECIFICATION

**Post: Front of House Services Supervisor**

**Date: April 2023**

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| **Factor** | **Requirements** | **How Identified** | **Essential** | **Desirable** |
| ***Knowledge & Skills*** | 3 year experience in a similar theatre or the food and beverage industry. | AF, I | E |  |
| A good standard of education minimum of 5 GCSE’s grade C or above in Mathematics and English. | AF, I | E |  |
| NVQ level 3 in catering services or Front of House Management. | AF, I | E |  |
| BII level 2 cellar Management. | AF, I, V | E |  |
| BII level 1 responsible alcohol retailing | AF, I, V |  | D |
| IT skills to ECDL or equivalent or willing to achieve it. | AF, I | E |  |
| The ability to communicate in English. | AF,I | E |  |
| The ability to communicate in Welsh. | AF,I,T |  | D |
| The ability to be trained and hold an SIA license. | AF, I,V | E |  |
| ***Supervision & Management*** | Must be able to organise and instruct  voluntary staff. To have a commitment to  equal opportunities and managing diversity. | I | E |  |
| The ability to be flexible in the approach to all duties. | I | E |  |
| The ability to deal with customers in a calm and confident manner. | I | E |  |
| **Creativity & Innovation** | Must be able to act smoothly and calmly in all situations. | I, R | E |  |
| A good team player with a commitment to personal and professional development. | I | E |  |
| A commitment to the provision of a high level of service throughout the operation of Venue Cymru. | I | E |  |
| **Contacts &**  **Relationships** | The ability to communicate effectively in person with the public and visiting companies. | I | E |  |
| The ability to deal with a wide variety of individuals in a polite and efficient manner.  Must be well presented and able to represent the venue in a front line capacity. | I | E |  |
| The adaptability to work as part of a team of staff in a busy and fast moving organisation | I | E |  |
| **Decisions / Recommendations** | When acting as duty manager the ability to make decisions with regard to the health & safety of the general public and staff within the building. Also to ensure the continued smooth operation of an event. | I | E |  |
| When acting as duty manager to be able to make the decision to carry out an evacuation of the building if necessary. | I | E |  |
| **Resources** | Accuracy in working with and balancing cash and understanding of stock control systems | I | E |  |
| **Physical Demands** | A commitment to the flexible approach required throughout the operation of Venue Cymru. | AF, I | E |  |
| Applicants must be in good health and have physical fitness appropriate to undertake the range of duties as described in the job description. | AF, I | E |  |

Please Note: In order to be shortlisted for this post you will need to demonstrate that you meet all the criteria ranked as E - Essential.

Identification of the requirements will be through the:

Application Form (AF),

Interview (I),

Test at interview (T),

Presentation at interview (P),

Verification (V)

Reference (R)