

# Mayflower

## New vacancy

### **FRONT OF HOUSE TEAM LEADER (Annualised Hours Contract)**

Mayflower Theatre is the largest theatre on the South Coast with 2,271 seats in the auditorium. The Theatre's aim is to bring a diverse range of shows to Southampton. We present a mixture of spectacular touring productions, from musicals to dance, opera, drama, ballet and comedy.

Mayflower Studios (MAST) is a cultural and community hub. We present family shows, dance, musicals, music, comedy, circus, cabaret, spoken word, and visual arts. We put participation at the heart of everything we do.

Both the Theatre and Studios operate under the Mayflower brand. Collectively we provide Inspiring Experiences to all who engage with each venue.

The Front of House Team Leader plays a pivotal role in the delivery of the day-to-day performance-based activities. Leading by example and provided a high standard of work and customer care to our audiences and cross-departmental teams.

#### **Front of House Team Leader**

##### **Your main responsibilities will be:**

- Assist in the smooth running of all Front of House activities (shows and functions) with an emphasis on demonstrating excellent customer service whilst ensuring the comfort and safety of customers and colleagues
- Confidently resolve customer complaints and incidents with positive outcomes.
- Lead and motivate our FOH and Bar teams - displaying leadership skills, a positive attitude and solid team working.
- Promote and upsell ancillary sales.
- Be a responsible personal licence holder in our bars whilst open to the public.
- Assist in the training of staff and promote good practice whilst enforcing company policies and set procedures.
- To be a First Aider and be confident in responding to all customer incidents.
- Assist with the preparation and delivery of corporate events, Afternoon Teas and VIP packages as required.

##### **Our ideal applicant will have:**

- A good level of education, with excellent written, verbal and communication skills.
- Previous proven supervisory experience of teams.
- Proven experience in a customer facing role including bar work.
- Be an excellent team player.
- Be a self-starter and show initiative.
- Good computer skills – Including MS Office, and EPOS systems.

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The role will be offered based on annualised hours contracts of 1040 hours per year - an average of 3-5 shifts or 20 hours (average) per week – including afternoons, evenings, and weekends. All applicants must be available for weekend work and must be available to work over the busy Christmas period, including performances on Boxing Day.

Applicants must be over 18 due to licensing laws.

Salary: £13.93 per hour, plus benefits.

## **How to apply:**

Full details including job descriptions and how to apply can be found at <https://www.mayflower.org.uk/about/jobs-and-opportunities/>

We are committed to ensuring a fair process for all candidates. For more details, please see our Diversity and Inclusion statement on our website's jobs and opportunities page on the link above.

If you require any assistance or have any additional requirements to complete your application with the recruitment process, please contact the People & Culture Team at [recruitment@mayflower.org.uk](mailto:recruitment@mayflower.org.uk) or on 02380 711800 ext. 0. You can also contact us with any further questions you may have.

**Closing date: 26th September 2025**

**We reserve the right to close this vacancy early if we receive sufficient applications for the role.**