

Mayflower

JOB DESCRIPTION

Job title:	Assistant House Manager (Fixed Term)
Department:	Customer Operations
Reporting to:	House Manager
Responsible for:	2 day staff and up to 60 performance staff
Liaise with:	Customer Operations team, all internal departments, suppliers, visiting company
Grade:	Staff (37.5 hours)

Job purpose:

- To assist with the effective management and development of the day-to-day Front of House operation ensuring the highest standard of customer experience is delivered by all staff.
- To provide effective Duty Management cover for show performances, hospitality, conferences, afternoon teas and any other events as required, within the Front of House operation.
- To act as licensee in line with licensing regulations whilst on duty.
- To ensure the health and safety of all customers during their visit, and that food safety and hygiene standards are adhered to.

Main duties and responsibilities:

- Undertake duty management and overall responsibility for the venue whilst the show, or other daytime events, are running, in the absence of the House Manager or Customer Operations Manager.
- Play a key role in ensuring a highly motivated and knowledgeable team of staff, to demonstrate a positive and can-do attitude, and to lead by example.
- Assist in the effective management of staff to ensure they deliver a high standard of appearance and customer service throughout all areas.
- In liaison with Venue Security ensure the safety of our staff, customers and visitors.
- Observe relevant legal, licensing, safeguarding and health & safety obligations, and ensure they are always met by employees and customers. Log any health & safety and first aid incidents.
- Prepare and circulate the Front of House staff rota ensuring adequate staffing levels are always maintained across performances and events.
- Update stock system and till programming with new products/prices, as required.
- Be responsible for all stock, card transactions and company property whilst on duty. Ensure stock is securely handled and stock control is effective.

- Maximise ancillary sales opportunities to achieve set targets.
- Liaise with Company Manager and Stage Manager to ensure the effective running of all performances and provide detailed information on performance-related issues (show reporting).
- Identify areas of maintenance likely to affect customer safety and welfare. Inform the maintenance team of any damage to fixtures and fittings.
- Ensure good relations with other departments to affect the smooth running of the theatre and to work together with other members of staff in the event of an emergency.
- Assist with stock ordering – monitoring stock levels and stock rotation and ensuring best quality and price, as required.
- Effectively communicate to the House Manager any items to be re-charged on the show settlement.
- Respond to Customer Service Incidents (CSI) as required by the House Manager if on duty for the given performance/complaint.
- Ensure the security of the Front of House and take responsibility for opening and locking up procedures as required.
- Deputise for the House Manager/other Assistant House Manager in their absence, attending meetings as required.
- Any other reasonable duties as requested by the House Manager, Customer Operations Manager or Head of Customer Operations.

Events

- Duty management of functions, afternoon teas, dining events or any other events as required. Meet, greet and welcome customers and give safety briefing.
- Plan ahead and monitor bookings.
- Ensure all function areas are kept clean and presentable and laid out correctly prior to events.
- Enforce licensing, food hygiene, and health and safety regulations. Adhere to all food related service standards ensuring we maintain high standards of cleanliness in the kitchen.
- Oversee catering/function staff whilst on duty to ensure any food is stored correctly and presented to a consistently high standard and ready for the required time, taking account of any allergens / dietary requests and minimizing wastage.