

Saffron Hall

Saffron Hall is an award- winning 740 seat performance space in the grounds of Saffron Walden County High School. The Hall is a vibrant cultural centre for the region, offering outstanding artistic encounters in an expanding programme that weaves international artists together with local performance groups and learning and participation activities.

We are currently recruiting a Front of House Manager to lead our team of Duty Managers & Volunteers in providing an exemplary service to our audience and participants. Our front of house team ensures a safe welcoming environment for all from arrival to departure. This is a part time post (3 days per week) with some evening and weekend work.

This PDF contains the job description and person specification for the role and an organisation chart.

To apply please send your CV with a covering letter to chris.wheal@saffronhall.com

Closing Date: Sunday 6th June 2021

Saffron Hall

JOB DESCRIPTION

Position: Front of House Manager

Responsible to: Technical Director

Responsible for: Duty Managers, Minibus Drivers and Volunteers.

Hours of work: 3 days a week to include Duty Manager Shifts.

Salary: £21 – 28,000 pro rata

Overview

The Front of House Manager provides leadership to and manages the team of Duty Managers, Minibus Drivers and approximately eighty Volunteers and undertakes shifts in the Duty Manager role for events. Alongside the bar and box office staff they ensure a high level professional and courteous service to our customers from the moment of arrival to their departure, both at Saffron Hall and community venues. This team is responsible for all aspects of the safety and wellbeing of our customers, from ensuring all facilities front of house are clean & tidy, directing people to their seats and selling merchandise & programmes to ensuring the auditorium is evacuated swiftly and safely in the event of an emergency.

Saffron Hall is embedded in the community, and the work of the FOH Manager and their team will constantly engage with that community via both the audience and Saffron Hall's own Volunteers. A substantial part of the role is maintaining the relationship with the Volunteers to maintain a happy, committed and enthusiastic team that support our work both in person and by their feedback to our larger community.

This role will require some evening and weekend working.

This role will be subject to an enhanced Disclosure and Barring Service Check.

Main duties

- To manage the Duty Managers and Deputy Duty Managers.
 - Chairing regular meetings to seek feedback, discuss issues, set policy and ensure a consistent approach to our audience.
 - Maintaining the team, recruiting as required. Organising training and retraining as appropriate.
 - Liaising with the Event Coordinators, Marketing and Box Office to produce a rota ensuring call times and staffing levels are appropriate for the complexity of the event.

- To manage the large cohort of Saffron Hall Volunteers.
 - Building a sense of family engendering motivation and commitment.
 - Maintain regular contact via weekly emails and briefing notes for season launches etc.
 - Aligning expectations with the mission of Saffron Hall and its activity beyond concerts.
 - Recruiting, training and retraining as appropriate.
 - Liaising with the Duty Managers and staff from all departments to ensure call times, staffing levels and roles required are appropriate for the event.

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JOB DESCRIPTION

- Administrating Go Assemble to coordinate volunteer sign up for events, (training on Go Assemble will be given to the successful candidate).
- To manage the operation of the minibus shuttle service.
 - Maintaining the relationships with Uttlesford Community Transport, NCP staff and the minibus drivers.
 - Liaising with the Event Coordinators, Marketing and Box Office to ensure staff call times and minibus bookings are appropriate for the event.
- In conjunction with the Event Coordinators to produce event forms for all concerts detailing the information required by the Duty Managers to undertake their role.
- To ensure Saffron Hall maintains an up-to-date compliant evacuation policy and that all staff are trained and familiar with its execution.
 - Organising and executing evacuation drills and training as required.
- To maintain the secure and accurate handling of all monies from merchandise and programmes in keeping with Saffron Hall's financial regulations.
- To lead on the provision of access for disabled patrons and in partnership with the Box Office team keeping up-to-date with legislation and reviewing both policies and practical issues.
- To lead on the provision of a welcoming, courteous, and safe front of house experience for Saffron Halls audience.
- To monitor staff performance by show reports, staff meetings and personal observation, and to take appropriate action where necessary.
- To maintain the relationship with partner organisations based at Saffron Walden County High School (Saffron Screen, Saffron Walden Centre for Young Musicians, Saffron Walden Community Football Club).
 - Liaising to minimise any impact of timing clashes and safe shared access to car parks etc.
- To undertake training as required (both on and offsite), to enable the safe discharge of the responsibilities of the post.
- To undertake any other reasonable duties as required by the Technical Director.

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PERSON SPECIFICATION

Position: Front of House Manager

Overview

Saffron Hall is an equal opportunity employer and welcomes applications from all backgrounds. It is anticipated that suitable candidates for this role could come from a variety of backgrounds not necessarily based on a career in the arts.

Experience / knowledge / ability required.

Essential

- Demonstrable experience of managing teams of people.
- Excellent communication skills both written and oral.
- Leadership skills to foster engagement and commitment in the team.
- Good cross-departmental team working skills.
- An interest in the performing arts.

Desirable

- Experience of recruiting and managing volunteers.
- Knowledge of health and safety regulations.
- Experience of community engagement.
- Experience of working in a public facing role.
- Experience of the performing arts in a professional capacity.

Education and training / technical skills / professional qualifications

Essential

- There are no formal educational / professional essential requirements for the role.
- Confident using Microsoft Office applications and the ability to learn specialist software, (training will be given on event software and Go Assemble).
- First Aid at Work qualification or willingness to undertake in house training to achieve this within 6 months.

Desirable

- Fire safety training.
- Evacuation training.
- Health and Safety qualification.

Saffron Hall Trust

Organisation Chart as at May 2021

