

JOB DESCRIPTION

JOB TITLE	Front of House Manager
TYPE OF CONTRACT	Permanent, Full-time
RESPONSIBLE TO	Estates Manager
GRADE AND SALARY	Grade 4 £32,213 - £36,255 Please note that we advertise our salaries on a range to indicate the trajectory of progression that can be made. Appointments are usually made at the start of the salary range
HOURS OF WORK	40 hours per week; Monday - Saturday, evening and weekend working is a requirement of this post
KEY WORKING RELATIONSHIPS INTERNAL	Marketing and Communications & Development team, Estates team, Drama School, Academic Services staff, teaching staff, students and casual staff
EXTERNAL	Box Office system supplier (Spektrix), bar suppliers, external hirers
PROBATIONARY PERIOD	Your employment will be subject to a probationary period of 6 months
BENEFITS	
(1) HOLIDAY ENTITLEMENT	Generous annual leave of 28 days plus Bank holidays (This is inclusive of any days when LAMDA may be closed, e.g. Christmas closure)
(2) PENSION	After 3 months of continuous service you will be automatically enrolled into our qualifying workplace pension scheme with AVIVA. LAMDA will make an additional contribution in accordance with auto-enrolment regulations
(3) MATERNITY, PATERNITY AND ADOPTION PAY	Enhanced maternity, paternity and adoption pay will be made for eligible employees
(4) GP 24	You have access to remote, private GP services 24/7, 365 days a year. GP 24 is supported by highly experienced and knowledgeable doctors

(5) EMPLOYEE ASSISTANCE PROGRAMME (EAP)	EAP is a confidential employee benefit designed to help you deal with personal and professional problems that could be affecting your home life or work life, health and general wellbeing. EAP service provides a complete support network that offers expert advice and compassionate guidance 24/7, covering a wide range of issues
(6) MENTAL HEALTH SUPPORT	LAMDA offers confidential, 24/7, online easy to access mental health support which is a free service
(7) CYCLE TO WORK SCHEME	LAMDA offers a salary sacrifice cycle to work scheme
(8) EYE TESTS	Sight test costs is reimbursed to employees who require VDU use
(9) HYBRID WORKING	Hybrid working may be offered for some non-student facing roles. We expect a norm of 60% of your time in the office and 40% of your time to be worked from home
(10) GROUP LIFE ASSURANCE	After six months of continuous service and on successful completion of the probationary period you will become eligible to death-in-service benefit where the nominated beneficiary could receive approximately 4 x annual salary payment if death occurs whilst in service
(11) SEASON TICKET LOAN	LAMDA offers an interest-free loan for the purchase of an annual season ticket
(12) REWARDS MARKETPLACE	You are eligible to join our reward scheme in which you can take advantage of discounts and perks in 1000s of brands from a wide variety of categories

JOB PURPOSE

- Managing the running of LAMDA's Box Office
- Front-of-House management, including supervision of a small bar operation
- Overseeing LAMDA events and external hires as required
- Acting as LAMDA's Designated Premises Supervisor
- Managing the Customer Service Team

The post holder will provide excellent customer service to LAMDA's audiences, staff, students and stakeholders and will work proactively with other departments to ensure that financial targets from ticket sales, hires and bar income are achieved or exceeded.

Furthermore, they will also play a key role in the setting up of the Box Office and two bars in LAMDA's new building and for managing external hires of the facilities.

There is a year-round programme of public performances at LAMDA, in the existing Linbury Studio, and in our two new theatres, the 200-seat Sainsbury Theatre and the flexible Carne Studio Theatre, seating up to 120. There are also occasional off-site showcases and screenings as well as internal LAMDA events, such as graduation and student-led events throughout the year. The post holder will be responsible for ensuring the smooth and safe running of all these activities at Talgarth Road and for liaison with any

external venues.

Person specification

This role is suitable for someone with proven experience of Box Office, Front-of House, events and bar management in an arts organisation, events venue or visitor attraction. The post holder will have excellent organisational and customer care skills, experience of operating and managing a computerised Box Office system (preferably Spektrix), good knowledge of Health & Safety, professional venue management and licensing requirements (ideally holding a personal licence) and proven staff supervisory experience.

DUTIES AND RESPONSIBILITIES

Customer Service Desk

- To be responsible for overseeing the Customer Service Desk and ensuring that LAMDA students, staff and guests receive an exceptional customer service
- Ensuring that all enquiries are dealt with in a timely fashion
- Responsible for the ensuring team maintain a consistent approach and quality to customer service
- Taking responsibility to assist the team whenever required ,cover holidays, sick days, dealing with difficult customers
- Ensuring on going trainings need are dealt with ,with a focus on exceptional customer service
- Ensure all policies and procedures are up to date and shared with the relevant people

Box Office

- To act as Administrator for the Box Office system (Spektrix) and manage the setting up of shows, events, reports and users on the system, in consultation with relevant staff
- To be the main point of contact with the system provider on behalf of LAMDA's users; to report any technical issues with the system and resolve these quickly
- To ensure that customer records are entered, maintained and updated accurately in accordance with Data Protection legislation
- To handle bookings, ticketing enquiries and any problems in a calm, tactful and helpful manner, referring queries to other staff or departments to be resolved if required
- To organise a staff rota to provide additional Box Office support and a pre-show Box Office service as required (generally undertaken by members of the marketing and admissions staff and current or former LAMDA students)
- To ensure that all casual Box Office staff are properly trained on Spektrix and offer a high level of customer service
- To work closely with the relevant stakeholder in devising and implementing marketing and promotional campaigns as appropriate
- To work closely with and produce Box Office reports as required for other LAMDA departments (e.g. Finance, Development, Marketing and Communications)
- To maintain accurate records of cash, cheque and credit card transactions through the Box Office, running appropriate reports from the system as required
- To secure all cash payments and floats in accordance with agreed procedures

Front-of-House

- To act as Duty Manager for LAMDA performances and events at Talgarth Road, acting as the 'public face' of LAMDA for customers and guests
- To handle enquiries in a polite, helpful and friendly manner, ensuring that queries are resolved quickly and smoothly
- To ensure that all FoH areas are clean, welcoming and safe for the public; to organise any urgent repairs or spot-cleaning with the Facilities team if necessary
- To ensure that all Fire Exit routes are unlocked and unobstructed and all signage and fire appliances are in place before the public are admitted
- To act as a Fire Warden during performances, ensuring the safe evacuation of customers, staff, students and others if required
- To organise a rota for casual FoH ushers and bar staff (usually undertaken by students), ensuring that there is sufficient cover, and that staff are properly trained and supervised
- To complete accurate timesheets for all casual FoH and Box Office staff and ensure that they are submitted promptly for payment
- To liaise with various departments (including Marketing, Industry Liaison, Development, Technical and Estates) about any audience requirements, guest lists, show information or special arrangements
- To report any maintenance, cleaning or repairs issues to the Estates Manager as soon as possible
- To ensure that all staff, students and audience members have left the premises and be responsible for locking and alarming the building after evening performances
- To record any accidents in the Accident Book immediately, and report any accidents, incidents or 'near misses' to the Estates Manager as soon as possible
- To provide daily Front-of-House reports to other departments as required during production runs

Bar Management

- To be responsible for managing the bars, ensuring that they are run efficiently to maximise profit, minimise outgoings and meet or exceed any agreed targets
- To be responsible for stock control:
 - to manage stock appropriately for planned performances, events and expected takings;
 - to process orders and deliveries in accordance with agreed procedures
 - to ensure that stock is stored securely and regular stocktakes carried out
 - to ensure that stock transferred to other departments for LAMDA events is fully and accurately accounted for
- To ensure that the bars are run in accordance with relevant Health & Safety, Licensing and other legislation, and that bar staff are fully trained to comply with these requirements
- To programme the cash till/EPOS system and ensure that all staff are trained in its operation

Events and Hires

- To oversee and be proactive for operational arrangements for internal LAMDA events (such as fundraising and supporter events, graduation, Poetry Night, Dance Night and student-run events) in consultation with relevant staff and departments
- To oversee arrangements and liaise with all external hirers of LAMDA's spaces (e.g. for classes, rehearsals or community events), agreeing hire charges, ensuring that hire contracts are issued and complied with and that hirers are fully briefed about any Health & Safety and evacuation procedures
- To liaise with the Drama School Operations to check the availability of rooms for external hire and confirm when hires have been agreed
- To ensure, with the Estates team that rooms being hired for events are clean, set up as required and left as found at the end of the hire period
- To act as Duty Manager for events as required

Cash Handling and Budgeting

- To ensure that cashing up of the bars and Box Office is carried out daily or otherwise as agreed, that all sales are accurately recorded and cash secured and either banked or given to the Finance department as agreed
- To manage a small, delegated budget

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

This post is subject to an Enhanced DBS checks. Expenses will be met by the Academy.

PERSON SPECIFICATION

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
SKILLS / ABILITIES	<p>Excellent customer service skills, and the ability to deal efficiently, tactfully and politely with a range of people</p> <p>Excellent attention to detail</p> <p>Good general computer skills and fully conversant with MS Office</p>		CV/Cover letter/ Interview
KNOWLEDGE	<p>Working knowledge of entertainment and alcohol licensing</p> <p>Demonstrable knowledge and experience of Health & Safety requirements for places of public entertainment</p>		CV/Cover letter/ Interview
EXPERIENCE	<p>Working knowledge of entertainment and alcohol licensing</p> <p>Demonstrable knowledge and experience of Health & Safety requirements for places of public entertainment</p> <p>Demonstrable experience of managing casual staff or volunteers</p> <p>Management-level experience of working in a Front-of-House role in an arts organisation, events venue or visitor attraction</p> <p>Experience of computerised Box Office systems at administrator level</p> <p>Bar management experience</p>	<p>Box office management or supervisory experience</p> <p>Familiarity with Spektrix</p> <p>Experience of operating a bar in an arts or events venue</p>	CV/Cover letter/Interview
QUALIFICATIONS	<p>Educated to degree level or vocational equivalent</p>	<p>A personal licence (training may be provided if the successful applicant does not already hold this)</p>	Certificates (If applicable)

	ESSENTIAL	DESIRABLE	METHOD OF ASSESSMENT
		A First Aid qualification (training may be provided)	
QUALITIES	<p>Enthusiastic, highly motivated, positive attitude</p> <p>Able to take responsibility and act in a calm, reassuring manner</p> <p>Natural problem-solver</p> <p>Ability to work under pressure and think quickly</p>	Responsible outlook with the ability to lead and inspire	CV/Cover letter/ Interview

This job description reflects the present requirements of the post and should not be seen as an exhaustive list of responsibilities. Duties and responsibilities may develop and change in consultation with line management.

The successful applicant will be required to go through a DBS 'Enhanced Disclosure' check. Expenses will be met by the Academy.

ABOUT LAMDA

As the oldest drama school in the UK, founded in 1861 as the London Academy of Music and Dramatic Art, LAMDA is a world-leading conservatoire based in the heart of London, offering exceptional vocational training to actors, stage managers, technicians, directors and designers, regardless of their background or socio-economic circumstances. In 1965, LAMDA became the first drama school to introduce technical training and quickly became a prototype for other institutions branching into this area.

LAMDA is also an Ofqual-registered awarding body, offering world renowned qualifications in communication and performance and inspiring the next generation of confident communicators through qualifications in performance and communication.

LAMDA has been registered with the Office for Students as a stand-alone Higher Education Provider since 2019 and was granted full degree awarding powers in 2021. We believe drama has the power to transform lives. Our students graduate as authentic, confident and independent artists or technicians, capable of shaping their own careers.

Conservatoire training is, by its nature, selective, training only the best; course numbers are limited and LAMDA teaches in small groups. There is a core cohort of just under 400 UK and international students a year across six-degree courses and other HE courses. The school also welcomes around 360 students onto other courses during the year, including short courses run during Spring and Summer vacations. LAMDA is a leader in performing arts training and strives for excellence in every facet of our organisation.

At the heart of LAMDA's approach is a commitment to the ensemble, stressing the importance of collaboration to achieve excellence. LAMDA nurtures every student's unique talents to give them the tools they need to become independent, creative artists and technicians, along with all the help and guidance they need to transition and make their mark within the creative and performing arts industry. Alongside this, LAMDA is committed to ensuring that its training is accessible to all. LAMDA has several substantial measures in place to widen access to Higher Education and is committed to the creation of pathways to our training for those from the Global Majority, those from low socio-economic backgrounds and care leavers.

The work of the Academy is complemented by that of LAMDA Examinations, through which LAMDA offers a drama and communications-based syllabus leading to accredited and non-accredited awards in the UK and overseas.

In 2017, LAMDA moved into its new £28.2m centre for world-leading drama training. LAMDA's new home features ten large training and rehearsal studios, three theatres - the 200 seat Sainsbury Theatre, 120-seat the Carne Studio Theatre and the Linbury Studio, and a fully equipped digital and audio suite. In January 2018, LAMDA alumnus Benedict Cumberbatch was appointed the Academy's President.

In July 2018, LAMDA joined the register of Higher Education Providers, a key step towards achieving degree awarding powers. LAMDA now operates independently from the Conservatoire of Dance and Drama, receiving funding directly from the Office for Students. LAMDA was granted full degree awarding powers in 2021.

LAMDA Alumni include Nikki Amuka-Bird, Patricia Hodge, Janet Suzman, Chiwetel Ejiofor, Jeremy Irvine, Rory Kinnear, Harriet Walter, Rose Leslie, Paterson Joseph, David Oyelowo, Katherine Parkinson, Toby Stephens, David Suchet, Sam Claflin, Leah Harvey, and Ruth Wilson, among many others.