



<b>Job Title</b>	Front of House Manager
<b>Reporting To</b>	Venue Manager
<b>Responsible For</b>	Front of House Staff

## **Background**

The Buzz is an exciting new purpose-built, fully flexible performance space, focussing on immersive and interactive theatre. The venue will be a destination for leading creatives in this exploding art form to meet, network and develop new ideas and productions.

The Buzz will also be a community hub for local students, schools and residents, offering specific opportunities to develop and learn new skills in the world of interactive and immersive events.

The Buzz is being built as part of Mercato Metropolitan, a vibrant and popular undercover market destination in Borough.

## **Purpose of the Role**

To be responsible for the smooth running of The Buzz's front of house operations. Alongside the Bar Manager and Duty Manager, maintaining an excellent customer experience.

## **Responsibilities**

### Duties

- Act as the face of The Buzz for all visitors during show times, taking responsibility for all front of house operations.
- Lead the front of house team, ensuring everyone is motivated and aware of show procedures.
- Ensure all public areas are presentable, welcoming and safe at all times.
- Ensure all FOH displays and merchandise are tidy and well stocked.
- Maximise income on programmes and other merchandise.
- Take responsibility for financial procedures associated with sale of merchandise.
- Assist with the efficient evacuation of the venue in the event of emergency.
- Support visiting production teams to ensure all performance spaces are safe and presentable pre and post shows.
- In conjunction with the Venue Manager, assist with the recruitment, induction and training processes for front of house staff.
- Take responsibility for drawing up staff rotas.
- Provide accurate timesheets to the Venue Manager.

### General

- To always act in the best interests of The Buzz.
- To provide excellent customer service to all visitors to The Buzz.
- To be knowledgeable about The Buzz's customer offering.
- Adhere to The Buzz's policies including Equalities, Sustainability and Health and Safety.
- Any other duties as reasonably required.

## Person Specification

- Proven experience of leading and motivating a front of house team.
- The ability to function well under pressure in a fast-paced immersive theatre environment.
- Excellent people management skills, with experience of successfully managing and motivating teams.
- An understanding of access and disability issues.
- A skilled and confident communicator (both verbal and written).
- Strong IT skills, in particular the Microsoft Office suite of applications.
- Commitment to high level of customer service.
- Keen interest in the arts, and in particular the objectives of The Buzz.

## Terms & Conditions

Hours	Hours are flexible depending on our programme. You must be available to work evenings and weekends.
Starting Date	November 2018
Salary	£12.00/hr plus holiday pay
Contract Type	Casual

## Application

Please send a current CV and cover letter to [recruitment@thebuzz.london](mailto:recruitment@thebuzz.london)

Closing date: 12<sup>th</sup> October 2018

Interviews will be held week beginning 15<sup>th</sup> October 2018