



## Front of House Manager – Iris Theatre Summer Repertory Season 2017

Salary:	£36/shift
Dates:	From 20th July to 3rd September
Employer:	Iris Theatre, St Paul's Church, Bedford Street, London
Responsible to:	Producer and General Manager
Responsible for:	Front of House volunteers

### WHO WE ARE

Iris Theatre was created in 2007 to produce work at the world-famous St. Paul's Church in Covent Garden. Every summer, we produce one Shakespeare play and one family play, which run throughout the summer as promenade shows in the beautiful gardens and inside St. Paul's Church.

After the success of 2016, with the productions of *Much Ado About Nothing* and *Treasure Island* getting rave reviews and earning 5 Off West Award nominations, including one Off-West win for *Treasure Island*, Iris Theatre returns for its 10<sup>th</sup> year with two exciting new productions: *Macbeth* and *Hansel & Gretel*.

We are a small, friendly and ambitious team and are currently looking for a Front of House Manager to join us for our summer shows.

### FRONT OF HOUSE ROLE

#### Purpose of the job

Your main areas of responsibility will be to:

- Provide exceptional customer service to our audience at all times.
- Ensure safety and comfort of our audience.
- Manage the box office and ticketing system.
- Manage the work and scheduling of a large team of Front of House volunteers.
- Work as part of a team to ensure the smooth running of the Front of House.

This is a Freelance position. You will be responsible for your own tax and national insurance.

#### DUTIES AND RESPONSIBILITIES

*The Front of House Manager will be supported by a team of volunteers in the following tasks during and after each performance.*

#### **In preparation to the shows**

- To understand fully our different ticketing channels, including their sale dates, promotions and ticket costs



- To support in recruiting Front of House volunteers
- To support in organising schedules of Front of House volunteers
- To lead a Front of House induction training

#### **Before the opening of each show**

- To print the pre-sold tickets via the different sales channels
- To be aware of any marketing or special deals on each performance and to ensure that all the Box Office and Front of House team are fully informed
- To check the Front of House volunteer schedule and welcome the volunteers
- To direct tasks and roles for the Front of House volunteers
- To set up the Front of House area
- To coordinate with stage management to get house clearance

#### **During each show**

- To be a positive and welcoming face for our audience
- To manage all the Front of House volunteers, encouraging & thanking them for their efforts
- To manage the box office, issuing tickets and handling cash and card payments, taking tickets, retaining stubs and ensuring the audience have valid tickets for the performance, accurately recording tickets taken
- To assist the audience with directions in the venue
- To ensure that you are fully aware of all the facilities and products available in the venue, along with a good knowledge of the relevant performance and venue information
- To actively engage with our audience ensuring their needs are met, quickly and efficiently resolving any customer issues where possible or seeking management for assistance if required
- To actively sell programmes, merchandise and other items before the show and during the interval whilst ensuring the security of your stock and money at all times
- To serve customers quickly and efficiently, providing excellent customer service, when required
- To ensure accurate cash handling and follow stock recording procedures as directed by theatre management.
- To re-stock programme and merchandise points as and when needed
- To ensure all Health & Safety policies are adhered to at all times and to fully understand the venue evacuation plan and be able to assist when required.
- To ensure the highest standards of cleanliness and hygiene are maintained in all areas of the venue.
- To ensure a high standard of presentation and wearing the Iris Theatre badge.

#### **After each show**

- To promote Iris Theatre's next show by flyering at the exit
- To clean up the venue, collecting any leftover rubbish, resetting of seats, banners and Front of House area
- To update the FOH, programme and merchandise spreadsheets, logging accurately all the sales, monies and audience numbers
- To be responsible for the weekly banking
- To report back to the marketing manager of any ticketing issues or queries



- Any other reasonable duty as directed by the theatre management.

#### **PERSON SPECIFICATION**

- Previous front of house, bar or retail experience.
- Proven customer service experience.
- Cash handling experience.
- Excellent verbal communication skills.
- Excellent numeracy skills.
- Good time management.
- Ability to work within a team.

#### **TO APPLY**

To apply please send a CV, Personal Statement (2 sides of A4 max) and details of two references to:

Tanja Pagnuco, Producer, Iris Theatre : [summer@iristheatre.com](mailto:summer@iristheatre.com)

**Application deadline: 10am, Monday 17th July 2017.**

**Interviews will take place on Wednesday 19th July 2017.**

*Please insert **APPLICATION – FOH MANAGER** as the subject.*