

Front of House Supervisor



Job description

To start in October 2018

The Front of House team is the public face of the theatre, welcoming the audience and delivering first class customer service, while ensuring that health & safety and licensing regulations are met.

KEY TASKS

- To use CPT's box office system Spektrix to accurately record all sales and transactions
- To use iZettle to accurately record bar sales
- To provide a welcoming atmosphere to all visitors
- To assist in ensuring the safety and comfort of members of the public and staff
- To ensure the clean and tidy presentation of the front of house, backstage, dressing room, storage and rehearsal areas
- To assist in dealing with customer complaints confidently, effectively and appropriately
- To provide accurate information about CPT and its productions
- To be first point of contact for other staff working on performances/events, including technicians and artists and liaise appropriately
- To adhere to all fire, health & safety procedures to minimize the risk of injury and accidents
- To take responsibility for opening and closing the building on designated days
- To abide by and enforce appropriate licensing regulations
- To be pro-active in Front of House sales to ensure maximum profitability and to accurately reconcile and record cash takings
- To support CPT in reaching its fundraising targets through the successful implementation of CPT's FoH fundraising strategy
- To ensure all cash and equipment is kept safely whilst on the premises
- To carry out any other duties required by the theatre in pursuance of the above objectives

TRAINING

Training will be provided in all Front of House duties, fire policies and evacuation plans, as well as informal basic first aid.

PERSON SPECIFICATION

Essential

- Enthusiasm and interest for CPT's programme and mission statement
- Previous experience in a Front of House role
- Available evenings and weekends
- Hard working, with a can-do attitude
- Experience in cashing up and money handling

Confident in using own initiative, and a proactive attitude to work
Experience in working as part of a small team in a busy environment

Desirable

A basic understanding of the technical side of theatre
Experience in a supervisor role
Experience using Spektrix ticket system
Experience in working at busy events

To apply for this role, please send a CV and short covering letter (no more than one A4 page) to Harriet Vincent (harriet@cptheatre.co.uk) – by Thursday 18th October, with “FoH Supervisor application” in the title of the email. Interviews will be held shortly after for candidates who are available to start from the 28th October.

CPT seeks actively to encourage applications from those with less visibility in the arts. We specifically welcome applications from those identifying as female, those from LGBTQI+ communities, people with disabilities and those from Black, Asian and Minority Ethnic backgrounds.

Salary : £10.20 hr + £1.23 hr Hoilday pay

Benefits: Flexible shifts, free tickets to CPT performances, staff discount at the bar

