

# Front of House Supervisor



## Job description

**To start in May 2019**

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.

We are looking for somebody to take on shifts Sunday-Tuesday evenings, with availability to cover on other days.

### **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 supervisory role  
Experience using Spektrix ticket system  
Experience using iZettle  
Experience in working at busy events

**To apply for this role, please complete the following Google Form:**

**<https://forms.gle/d1FegDASudXmNBtQA>**

**Deadline for submissions is Tuesday 7<sup>th</sup> May at 12noon with interviews held on Tuesday 14 May.**

**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 LGTBQI+ communities, people with disabilities and those from Black, Asian and Minority Ethnic backgrounds.**

**Salary :** London Living Wage (£10.55 per hour) + holiday pay

**Probation period:** one month

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