

# JOB INFORMATION



**Wolverhampton Arts Centre,**  
Dunkley Street,  
Wolverhampton,  
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## FRONT OF HOUSE MANAGER

### Job Purpose and Role:

- To act as Front of House Manager when there are events in the theatre, New Horizons stage and other spaces onsite.
- To maintain onsite security, assist visitors and provide support for studio and theatre bookings.
- To recruit and line manage event staff.
- To manage the bar operation onsite. Including ordering and monitoring stock.

**Length of Contract:** rolling, with a 3 month probation period.

**Remuneration:** £27,280 per year

**Hours:** 37 hours weekly, at times to be determined by the rota as with other rota'd staff hours. Will be composed of day, night and weekend shifts.

**Responsible to:** Site Manager (Wolverhampton Arts Centre)





## Key Responsibilities:

The role has 4 key areas.

### 1. Duty Manager – Front of House

- To ensure the Theatre premises are safe for visitors and staff and visiting companies during events and that health and safety policies are maintained.
- To provide a welcoming point of contact for all visitors.
- To liaise with Theatre clients to ensure all requirements are fulfilled and the best possible service is provided.
- To liaise with technical staff to ensure events run to time.
- To deal with enquiries and complaints from visitors.
- To supervise box office, bar staff and volunteer stewards.
- To be responsible for Fire and Emergency Procedures Stock taking.
- To be responsible for end of night settlements and payments.
- To ensure the site is secure and alarmed at the end of the event.
- To recruit and line manage event staff, to organise staff cover in emergencies or absence.
- To track staff hours and report to the site manager.
- To be responsible for mandatory monitoring and compliance paperwork during events.

### 2. Duty Manager – Studio Block

- To keep WAC secure when on duty, open and lock rooms according to schedule, and secure the building at the end of the evening.
- To act responsibly as a representative of Wolverhampton Arts Centre and ensure hirers of rooms feel welcome and secure within the Wolverhampton Arts Centre environment during evening and weekend opening hours.
- To ensure hirers comply with their terms of hire.
- To make sure all internal and external spaces are kept safe and tidy.
- To be responsible for Fire and Emergency Procedures.
- To ensure the site is secure and alarmed after the last booking.

### 3. Bar Management

- To undertake regular stock takes, consult with other staff, order stock deliveries, and ensure that the bar(s) are sufficiently stocked for the events programme
- Identify new stock ranges and products, including drink containers, that can maintain or improve profit levels.
- To programme the tills and ensure that products are correctly priced.
- Ensure hygiene levels of bars, pumping equipment, chillers, pipes and fridges is maintained before every event
- To supervise the work of bar staff before and during events
- Work with catering partners and others to improve bar snacks offer
- To maintain sufficient cash floats for bar operation during events and ensure that card machines are working correctly.



- To close the bar(s) at the end of the event and ensure all finance procedures are completed.
- Work with other staff to reduce the environmental impact of bar activity.

#### **4. Admin Support**

To provide admin support in areas of event settlement and record keeping.

#### **5. Other duties as required for the successful operation of the arts centre.**

## **Person Specification**

### **Required:**

**Skills and qualities which candidates require are summarised as follows:**

- Experience in staff supervision
- Excellent proven customer service skills
- Ability to exercise initiative, take personal responsibility and resolve issues independently.
- A positive, solution focused attitude to work.
- Excellent verbal and interpersonal and good written communication skills
- High level of IT literacy (MS Office)
- Good administrative skills with the ability to maintain systems and records
- Knowledge of Health & Safety and licensing law and regulations
- An understanding of access and disability issues
- Strong organisational, time management and prioritisation abilities working effectively under pressure and the flexibility to adapt quickly to demands
- An interest in the arts and leisure industry and an enthusiasm for working in a socially engaged and culturally diverse environment.
- Flexibility in relation to duties and working hours which will include evenings and weekends

### **Desirable**

- Proven experience of leading a front of house team in an arts or similar venue.
- A valid first aid at work certificate SIA badge holder (Security Industry Authority)
- Experience of implementing and monitoring safe working practices.
- Previous experience providing a community focused service
- Qualifications in health & safety, fire safety, first aid
- Personal license holder
- Previous experience working in a theatre or arts environment.
- A passion for Wolverhampton Arts Centre and its work.

**Appropriate training will be given to suitable candidates**



## Terms and Conditions

1. Wages will be paid monthly by Direct Payment into a named bank account.
2. Wolverhampton Arts Centre will pay Employer's National Insurance Contributions.
3. Tax and National Insurance, plus any other statutory deductions (including student loan repayments), will be deducted at source.
4. Pay is reviewed annually in April of each year.
5. Pension: An auto-enrolment pension scheme is in operation with The People's Pension. Current contributions are 3% for employer and employee.
6. Holidays: 25 paid days per year, pro rata plus statutory holidays, and including Christmas and New Year site closure days. Holidays must be taken at times convenient to the running of the Wolverhampton Arts Centre.
7. Training: Appropriate training will be provided as necessary.
8. Probation: This contract is conditional on a satisfactory probationary period of one month.
9. Sick Pay: Absence due to sickness must be notified by 9am on the first day or as soon as possible.
10. Grievance and Disciplinary Procedures will be dealt with by Line Manager and then the CEO in the first instance. If necessary, matters can be referred to the board members responsible for staff Issues.
11. Termination of contract: Four weeks' notice of termination of contract is required on either side.
12. Security: The Employee will be responsible for looking after keys and security codes entrusted to them and will not pass these on to any unauthorised individual
13. Staff Handbook: Full conditions of employment are available in the arts centre office.
14. Any offer of employment is conditional on an Enhanced Disclosure and Barring Services check.
15. Wolverhampton Arts Centre reserves the right to require all employees to follow specific public health guidance that may be issued by either national government or local authority.



## TO APPLY:

Please obtain the Job Application Form from the WAC website or by emailing [office@wolverhamptonarts.co.uk](mailto:office@wolverhamptonarts.co.uk). Complete the form and return to [site@wolverhamptonarts.co.uk](mailto:site@wolverhamptonarts.co.uk) by the closing date of noon on FRIDAY 12 SEPTEMBER.

For an informal discussion on this role please email [office@wolverhamptonarts.co.uk](mailto:office@wolverhamptonarts.co.uk) with a phone number we can ring you back on.

Shortlisted candidates will then be called to an interview on WEDNESDAY 17TH SEPTEMBER. Please ensure you are free for this date if you apply. Further details will be given to shortlisted candidates.



**WOLVERHAMPTON**  
ARTS CENTRE