**Job Profile comprising Job Description and Person Specification**

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|  **Job Title:** Front of House Manager | **Grade**: SO2  |
| **Section:** ECS Culture (Arts) | **Directorate:** Environment and Community Services  |
| **Responsible to following manager:** Operations Manager  | **Responsible for following staff:**3 x Front of House OfficersCasual Front of House StaffFront of House Volunteers |
| **Post Number/s:** | **Last review date: April 2022** |

**Working for the Richmond/Wandsworth Shared Staffing Arrangement**

This role is employed under the Shared Staffing Arrangement between Richmond and Wandsworth Councils. The overall purpose of the Shared Staffing Arrangement is to provide the highest quality of service at the lowest attainable cost.

Staff are expected to deliver high quality and responsive services wherever they are based, as well as having the ability to adapt to sometimes differing processes and expectations.

The Shared Staffing Arrangement aims to be at the forefront of innovation in local government and the organisation will invest in the development of its staff and ensure the opportunities for progression that only a large organisation can provide.

**Job Purpose**

The Environment and Community Services Directorate is divided into four divisions and this role, is part of the Arts service which sits in the Culture division alongside Parks and sports.

The post holder will work closely with staff from across the council, within the arts service, partners, members of the public and members of outside organisations.

The vision of the Richmond Arts Service is to foster creativity and enjoyment of the arts, enabling people to reflect on their lives and develop new ways of seeing the world. We bring thought-provoking art to the Borough and cultivate a network of individuals, organisations and programmes that nourishes the arts, local organisations and communities.

The Front of House Manager will coordinate the Front of House team to maintain a safe and secure site whilst delivering excellent customer service to all service users. All of this will be done within an agreed set of operating procedures.

**Specific Duties and Responsibilities**

The post holder will report to the Operations Manager. They will manage a team of Front of House Officers supported by a number of casual staff and volunteers. They will sit on a number of Project Teams and Strategic Working Groups, aimed at delivering the Arts Service’s Vision.

The Front of House Manager is responsible for maintaining safe public access to the Arts programme, gallery exhibitions, workshops, events and hires. The majority of this work will take place at Orleans House Gallery, Twickenham, but will sometimes also extend to partner venues in other parts of the London Borough of Richmond upon Thames.

The post holder will be a Duty Manager and keyholder for Orleans House Gallery. They and their officers have responsibility for managing public safety, opening and closing of the site and working within agreed operating procedures. They should be an advocate for best practice in customer service and be team player orientated in their approach delivering their duties and the aims of the Art Service.

As part of their role they will:

1. Maintain day to day safe, secure operations that also allow for the delivery of focussed high quality and innovative creative engagement activities.
2. Manage the Front of House and Casual rota, ensuring that that site is operated so that it can safely open to the public.
3. Have line management responsibility for three Front of House Officers and a team of casuals.
4. Follow policy best practice on personal safety issues and ensuring safety procedures and measures are implemented. Working with the Operations Manager to maintain risk assessments, support the update of procedures and guidance and support the delivery of Health & Safety training.
5. Oversee the delivery of excellent customer care by staff and volunteers, following best practice in the sector and ensuring customer feedback channels are monitored and responded to. They will deliver customer service training to volunteers in collaboration with the Volunteers Coordinator.
6. Work with the Marketing and Communications Working Group to oversee and coordinate marketing activities. They will organise marketing and communications tasks that require delivery by the Front of House team both digitally and onsite.
7. Manage, train and delegate administrative processes and tasks to the Front of House team, including Box Office Management, Point of Sale Management and Banking. Support the Operations Manager in the financial processing of the Operations budgets.
8. Oversight and management of the Orleans House Gallery spaces including management of the room roster, coordinating room set up and derig, and ensure team members and facilitators restore spaces to their normal set-up. When required welcoming facilitators and participants to site and working with the wider team to solve any issues that arise.
9. Work with the Front of House team to advocate for best practice in relation to visitors services and operational health and safety in the various Working Groups and Project Teams. Support in capturing and reporting on key visitor data identified in the Audience Development Plan and Evaluation Plan.
10. Supporting the Volunteers and Business Coordinator in delivery of their roles by delivering business as usual in their absence.
11. Management of Front of House volunteers, including delegation of tasks and supporting the Volunteers Coordinator in the delivery of volunteer inductions and role specific training for volunteers. Identifying areas where volunteers can offer further support to Front of House Team and wider service and sharing this with the Volunteers Coordinator.

**Generic Duties and Responsibilities**

* To contribute to the continuous improvement of the services of the Boroughs of Wandsworth and Richmond.
* To comply with relevant Codes of Practice, including the Code of Conduct and policies concerning data protection and health and safety.
* To adhere to security controls and requirements as mandated by the SSA’s policies, procedures and local risk assessments to maintain confidentiality, integrity, availability and legal compliance of information and systems.
* To promote equality, diversity, and inclusion, maintaining an awareness of the equality and diversity protocol/policy and working to create and maintain a safe, supportive and welcoming environment where all people are treated with dignity and their identity and culture are valued and respected.
* To understand both Councils’ duties and responsibilities for safeguarding children, young people and adults as they apply to the role within the council.
* The Shared Staffing Arrangement will keep its structures under continual review and as a result the post holder should expect to carry out any other reasonable duties within the overall function, commensurate with the level of the post.

**Additional Information:** 36 hours Monday to Sunday. The post includes working regular weekends and some evenings on a rota system. The venue is open 6 days a week, and programmes run over 7 days, weekends and evenings. Multiple sites and programmes will run at the same time. Both the establishment staff and other support staff and volunteers work across flexible hours.

This role will require an up-to-date emergency first aid qualification. This training could be supplied after appointment to the post. Other role specific training will also be given, including Manual Handling.



**Person Specification**

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**Our Values and Behaviours**

The values and behaviours we seek from our staff draw on the high standards of the two boroughs, and we prize these qualities:

**Being open.** This means we share our views openly, honestly and in a thoughtful way. We encourage new ideas and ways of doing things. We appreciate and listen to feedback from each other.

**Being supportive.** This means we drive the success of the organisation by making sure that our colleagues are successful. We encourage others and take account of the challenges they face. We help each other to do our jobs.

**Being positive.** Being positive and helpful means, we keep our goals in mind and look for ways to achieve them. We listen constructively and help others see opportunities and the way forward. We have a ‘can do’ attitude and are continuously looking for ways to help each other improve.

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| **Person Specification Requirements** | **Assessed by** **A**  **&** I**/ T/ C (see below for explanation)** |
| **Knowledge**  |
| Knowledge of operational systems that enable the smooth delivery of services. Including point of sale, financial management and ticketing systems. | A  |
| Knowledge of best practice in relation to customer services, ideally within the Cultural Sector. | A |
| Knowledge of best practice when working with volunteers. | A / I |
| Knowledge of good practice relating to manual handling and the handling of historic or art objects. | A |
| **Experience**  |
| Experience of working with compliance systems and processes, including those related to public safety and security.  | A/I |
| Managing and leading teams in a fast-moving, dynamic environment. (Staff or project teams, including volunteers, of 2 plus individuals). | A / I |
| Experience of delivering training to others to improve service delivery and build experience and capacity within a team.  | I |
| Experience in digital marketing, including using social media, CRM systems and managing website content. | A/I/T |
| Budget reporting and management.  | A  |
| **Skills**  |
| Ability to communicate clearly and effectively, both orally and in writing, with a wide range of individuals and customers. | A / I / T |
| Ability to use interpersonal and conflict management skills to deliver excellent customer service.  | I |
| Ability to set up rooms, including moving equipment and the application of safe manual handling and communicate the use of equipment. | A |
| Ability to work independently and as an effective team member using own initiative and thinking creatively.  |  I |
| Ability to adapt to changing priorities, contexts and deadlines. | A / I / T |
| ICT skills - an ability to maintain records and database systems. | I / T |
| **Qualifications**  |
| First Aid at work qualification (could be secured post appointment) | A |

**A – Application form / CV I - Interview T - Test C - Certificate**