



Job Description

Job Title: Assistant Front of House Manager

Responsible to: Front of House Manager

Responsible for: Front of House Casual Staff (where required)

Bristol Beacon

Run by Bristol Music Trust, and known as **Bristol Beacon**, we were established in 2011 to run the South West's largest concert hall and promote musical excellence, creative learning and engagement. We announced our new name in September 2020. Bristol Beacon is a symbol of hope and community. A focal point for music and a place of welcome, warmth and light.

Our vision is to unite people through the joy of live music. We achieve this through a diverse programme of inspirational musical experiences, which offers something for everybody and encompasses music of all genres including classical, jazz, folk, world, rock, and pop, as well as local choirs, orchestras, and schools.

As an organisation increasing in national importance, we have developed our creative learning and engagement work on an unparalleled scale. Our specialisms include working with underrepresented communities, including 2,500 young people with disabilities and in care. As the Music-Education-Hub for Bristol, we deliver the National-Plan-for-Music-Education to all children aged 4-18, inspiring 39,000 children in 150 schools, special schools, and youth groups every year. Our community led programme, in partnership with The National Foundation for Youth Music and Paul Hamlyn Foundation, works with children under five from low-income families, adults in social isolation/with dementia, children in care/care leavers and community musicians.

This autumn we will open our newly refurbished concert halls in central Bristol with a new Music Education Centre in the cellars. This will be a completely new space dedicated to music teaching and incorporating a new performance space aimed at young people and emerging artists.

Operations

Operations as a whole is responsible for ensuring that Bristol Music Trust's resources and activities are managed effectively to deliver the work of our Programme, Commercial and Creative Learning and Engagement teams both within our 2 sites – Bristol Beacon and Beacon Music Centre - and at any external venues we work in. The team is also responsible for ensuring that appropriate controls are in place to meet all legal and regulatory requirements.

The FOH Team are part of our Production Office, and the Production and Events Manager heads the Production Office which sits within the Operations Team headed by the Chief Operating Officer. The Production Office includes the Event Coordination, Technical and Front of House teams. The Production Office sits alongside the

Facilities Team which is responsible for looking after the buildings and facilities and planned and reactive maintenance, health and safety, housekeeping (site management and presentation standards), and environmental sustainability. The Production and Events Manager and Facilities Manager report to the Operations Manager who is responsible for the overall running of the operational areas in Bristol Beacon to achieve high building and performance standards.

The whole Operations Team works closely and collaboratively with other departments (Marketing, Programme, Box Office, Creative Learning and Engagement & Development) to ensure a professional approach and enhance the experience of our customers - audiences, clients, promoters, artists, and all other users of our spaces and our services.

Front of House

As part of the Production Team the Front of House Team ensure the smooth running of all Front of House spaces, throughout Bristol Beacon and Beacon Music Centre.

Our Front of House team are passionate about delivering outstanding events. The team provide a welcoming, efficient service to our audiences, visitors, participants, customers and clients and ensure that everyone using our spaces has an exceptional experience. No two days are the same and the team anticipate challenges and ensure the seamless running of every event.

Our Senior House Manager provides leadership, training and expert advice to the FOH team, they lead on FOH training, have an operational overview of all our events and play a key role in event success. They are an expert in their field and provide advice and guidance to our Production, FOH and Facilities teams for a range of venue and operational issues.

The Front of House Manager leads the FOH team, including Assistant FOH Managers and our Casual Steward Team, and oversees the delivery of exceptional events, outstanding customer service and high levels of health and safety.

The Front of House team are a first point of contact for visitors and audiences of our spaces and are welcoming, knowledgeable ambassadors for Bristol Beacon, who ensure a quality, safe experience for all users of our spaces and contribute to repeat event bookings through the high event standards we provide.

Purpose of the Job

The Assistant FOH Manager assists in the day to day management of Front of House facilities throughout our venues, both Bristol Beacon and Beacon Music Centre and is responsible for the day to day management of our facilities and events and ensures high standards of customer service and care.

The Assistant FOH Manager plays a key coordinating role in the set-up and delivery of events and meetings, ensuring that all events run efficiently and smoothly whilst the venue is in use and that high standards of customer service and care are maintained at all times. The Assistant FOH House Manager is a first point of contact for visitors, audiences, clients and contractors and is knowledgeable about our spaces, events and facilities.

Key Responsibilities

Front of House Operations

1. Assist the FOH House Manager in the management of all Front of House services within the venue to ensure high standards of customer service and care, and to maximise income. Work closely with colleagues within the organisation to deliver a quality service to a wide variety of users and support the FOH Manager to lead, manage, and motivate the casual Front of House team to provide excellent

customer service.

2. Efficiently use Artifax our event management system to forward plan and meet the set-up requirements for all events, including resourcing of supplies and equipment. Coordinate room style set-up and any catering requirements for commercial events and artist shows, liaise with caterers, ensure the delivery of any refreshments or equipment are on time and to a high standard.
3. Be responsible for checking stock levels for events, liaising with the Front of House Manager and Commercial Manager over stock management including, levels of stock, storage of stock and equipment, ensuring it is all clean and ready for use at any time, monitoring security of stock and loss investigation and reporting any items that need replacing/ordering for the effective and efficient running of events.
4. Work to ensure that all areas of the premises are well maintained and presentable at all times, supervise the cleaning team as required to provide cleaning and ensure areas are well maintained. Identify any areas requiring improvement, report any defects or broken items to the Front of House Manager. Assist in monitoring and developing the overall experience for audiences, artists, customers and clients seeking continuous improvement in front of house operations.

Customer Service

5. Be a visible presence in the building, actively greeting clients/users of the building and artists for shows and events, across all areas of the venue, ensuring they receive an exceptional welcome. Be the key point of contact during the delivery of events and work with the client/artist to solve any operational issues that may arise, briefing/working with any other staff across the organisation as required to ensure the success of the event.
6. On non-show/event days greet and assist visitors, audiences and contractors to our spaces, allocate and manage contractor passes and receive deliveries, liaising with appropriate staff as required. Respond to any day to day matters, issues or complaints arising throughout either of our buildings appropriately. For day and evening shows and events, respond to any issues and complaints, liaising with appropriate staff members as required.
7. Have a proactive approach to access needs, have an overview and awareness of access needs, including providing any support required to guests with access needs or disabilities.
8. Model high standards of customer service and care to ensure the best experience and ensure that our casual team understand and can deliver exceptional levels of customer service.
9. Be an ambassador for Bristol Beacon by being fully conversant with the facilities, programme of events and services that Bristol has to offer and be able to discuss requirements and pass on enquiries as appropriate.
10. Wear a uniform or smart dress and be easily identifiable as a member of Bristol Beacon Staff.

Health and Safety

11. Ensuring the premises license, health & safety requirements, security requirements, and any legal standards are complied with, that opening and closing procedures are adhered to, and that all are in line with company policies and standards. Lock and unlock our buildings as needed and ensure that the buildings (Bristol Beacon and Beacon Music Centre) are properly secured and alarmed at the end of the final shift of the day as required.
12. Assist in training, testing, and carrying out of emergency evacuation procedures to ensure that audiences and visitors experience a safe and enjoyable visit. Lead the evacuation of visitors/staff from

the building in an emergency and be fully conversant with BMT's emergency procedures.

Leadership

13. Supervision of Front of House casual staff team to include training and monitoring of casual staff performance, reporting to the Front of House Manager on standards achieved and developments required. Ensuring the team are correctly uniformed in line with company standards, understand the importance of personal hygiene and that the team are punctual, polite, courteous and helpful to all guests, customers and colleagues at all times.
14. Inspire the casual Front of House team and set an example on the application, implementation and adherence to all Trust Policies and Procedures.

Employee Specification

Essential – The role holder **must** have the following **Core** and **Additional Role Specific** competencies:

Core Competencies

LEADERSHIP

- Provide effective leadership and values to the team, passing on own skills and knowledge where possible.

COMMUNICATION

- Excellent and accurate standard of written and verbal communication.
- Builds positive working relationships.

ADAPTABILITY/FLEXIBILITY/PROBLEM SOLVING

- Is receptive or contributes to new ideas and approaches and adapts accordingly.
- Ability to handle conflicting priorities and deal with unusual incidents.
- Remains calm and positive under pressure and puts difficulties into perspective.
- Is able to problem solve and develop solutions.

CUSTOMER SERVICE

- Builds rapport and sustainable relationships with clients, customers, patrons and artists – seeking pro-actively to understand their needs and satisfaction levels and provide added value.
- Actively seeks customer/client, patron and artist feedback and provides an excellent service to meet internal/external customer/client needs.

TEAMWORK

- Seeks ideas and input of colleagues in own and other teams to make best use of team expertise and improve team performance.
- Covers others, working effectively as part of the team, acting in a supportive, considerate manner to the team.

PLANNING & ORGANISATION

- Workload delivered within deadlines and to agreed standards.
- Responds positively to changing priorities and can re-plan accordingly.

Role Specific Competencies

VENUE MANAGEMENT

- Previous experience of team working in a similar large scale, multi-purpose venue.
- Previous experience of managing shows and events within the arts/entertainment industry.

- Proven experience of providing excellent standards of customer care and understanding customer needs.
- Previous experience of organising event set-up including setting up meetings, conferences, parties, weddings to specified requirements, client liaison and organising others time.

TECHNICAL AND NUMERACY

- Previous experience of using venue management software.
- Is able to understand spreadsheets, process numerical information and communicate this information to other key members of staff.

HEALTH & SAFETY

- Has a working knowledge (theory and practice) of Health & Safety regulations, requirements and guidance including license regulations of running a bar and an entertainment venue and risk assessment.

Special Conditions

You will be required to work during the daytime and evenings to cover operational front of house requirements as required. The post will also involve working weekends and some bank holidays. Your shift pattern will be agreed in advance with your line manager in accordance with the requirements of the Bristol Music Trust.

Occasional Duties

The role holder will carry out any other duty that is reasonably required.

Place of Work

Your usual places of work are Bristol Beacon and Beacon Music Centre, but you will be predominantly based at Bristol Beacon and you may be required to work at other locations that are reasonably placed.

Date Created / Modified: August 2023
 Approved by: Clare Jack Chief Operating Officer

Outline of Terms and Conditions:

Role:	Assistant Front of House Manager
Salary:	£24,500.00 per annum
Contract:	Permanent
Hours:	Full-time, 37 hours
Annual Leave:	24 days leave plus bank holidays, increasing by one day each year to 29 days after 5 years of continuous service
Probationary Period:	6 months
Pension:	Bristol Music Trust operates a Salary Exchange (salary sacrifice) Pension Scheme with a 5% employer contribution, subject to a minimum 4% employee contribution

Application Procedure

To apply please use our guidance notes to structure your application and complete our application form and equal opportunities monitoring data on our StaffSavvy recruitment portal, outlining your experience and skills against the employee specification for the role, and describing why you would like to be part of our team to hr@bristolbeacon.org

If you have questions around the role, please get in touch with our People Team hr@bristolbeacon.org

Reasonable adjustments will be made for applicants, please let us know if you have any needs.

Disabled applicants who meet the essential criteria for the role, will be offered an interview.

The closing date for applications is **9.00am on Monday 25 September 2023**

Bristol Beacon recognise, respect and value individual difference. We are committed to the wellbeing of our staff and to being an Equal Opportunities employer and attracting diverse talent from sections of the community currently underrepresented in the culture sector to help us to develop a more diverse workforce.