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**Position:** Front of House Supervisor

**Reports to:** Operations Manager, UCH

**Direct Reports:** Front of House Staff

**Hours:** Part-Time/Casual

This is a pivotal, customer facing role within the company. The principal responsibility of this position is to ensure the smooth running and operations of Front of House, including Bar and Retail.

**Key Responsibilities**

**Front of House**

* Coordination, management and operation of Front of House for concerts and events, including the bar/retail unit.
* Undertake general Front of House administrative duties including maintenance of timesheets and merchandise records.
* Monitor staff’s work performance, time keeping, general discipline and adherence to staff dress code.
* Ensure the safety of all patrons, staff, visitors etc. through the proper implementation and enforcement of emergency procedures.
* Ensure all assigned staff members are kept up-to-date in customer service and fire safety training as necessary.
* Coordinate all Front of House staff through training, evaluation and delegation of duties as necessary.
* Work closely with all relevant departments to ensure the venue and all events operate smoothly and efficiently, and in accordance with licensing authority regulations and UCH’s Health & Safety Policy.
* Monitor Bar/Retail staff performance to ensure that all relevant sales, revenue and gross profit metrics are met or exceeded.
* Monitor stock levels and ensure Retail staff are adhering to stock rotation procedures. Assist with periodic stock counts.
* Manage cash handling and ensure tight procedures are met.
* Liaise with Stage Crew and Box Office to obtain show procedures and necessary details.

**Patrons and Promoters**

* Regular interaction with patrons and promoters to ensure the highest standard of customer service is maintained.
* Encourage and act upon customer comments and complaints to improve the venue’s customer care philosophy.
* Inform promoters of house policies with regards to Health & Safety and Merchandising.
* Ensure IMRO forms are completed.
* Prepare show reports for all events.

**Cleaning**

* Ensure all areas of the building are safe, clean and fully prepared for every performance, and remain clean and tidy throughout each event.
* Ensure there are adequate cleaning supplies for upcoming performances, and advise management when any supplies need to be replenished.

**Health & Safety**

* Overseeing full compliance with Health & Safety regulations.
* Ensure all Front of House staff are familiar with the venue’s fire evacuation procedures and that staff receive regular fire awareness training and participate in regular fire drill practice.
* Report any issues in Front of House through the relevant incident report procedures.
* Liaise with Patrons who have been involved in any incidents and/or promoters if a safety issue has been breached/compromised.

All other reasonable duties as may be deemed necessary by University Concert Hall Management.

**Qualifications and Experience**

**Essential**

* Excellent communication and interpersonal skills, with experience of dealing with customers. Exceptional customer service is a top priority in UCH.
* Previous experience in a supervisory position.
* Excellent organisational skills, attention to detail, and ability to prioritise duties in a very busy environment.
* Strong leadership qualities, and ability to be proactive and work on own initiative, but must also be able to work effectively within a team.
* Ability to recognise and quickly resolve potential problems.
* Flexibility to deal with a wide variety of events with differing requirements.
* Ability to be confident and positive when dealing with challenging situations, and to remain calm under pressure.
* Willingness to work irregular and flexible hours.

**Desirable**

* Previous experience of working in an arts or hospitality venue.
* Interest in and knowledge of music, theatre and/or other arts.

This position is subject to Garda Vetting and Foreign Police Clearance. If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a cumulative period of 36 months or more since the age of eighteen, it will be mandatory for you to furnish Foreign Police Clearance Certificates from those countries, stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Please note; any costs incurred in this process will be borne by the candidate.

Applicants are invited to send a CV and

 cover letter setting out their suitability for this position to:

Marie Healy, Administration Manager, University Concert Hall, University of Limerick.

Please highlight that the position you would like to apply for is that of
***Front of House Supervisor***

Tel: 061 213304 E-Mail: marie.healy@uch.ie

***Recruitment will remain open until the position is filled***

University Concert Hall is an equal opportunities employer.