

FRONT OF HOUSE SUPERVISOR



Job Description & Person Specification

Job Title: Front of House Supervisor

Responsible to: Head of Operations

Level/Salary Range £24,000 per annum

Location: Pitlochry

Type: Full-Time 35 hours Annualised Contract

Key Relationships: Colleagues, Clients, Customers, Suppliers

Job Purpose: The Front of House Supervisor assists the Head of Operations in the performance of food, beverage, conference and event work, retail as a core part of customer-facing services and functions in order to maintain and develop commercial growth and operational resilience in accordance with the organisation's strategic plan.

The post-holder works closely with all members of the Hospitality and Customer Experience teams to support the organisation in its day-to-day activities and contribute to its long-term strategy and vision.

Main Responsibilities:

- To provide the highest quality customer experience to the café, bar, retail and events services, helping to ensure consistency and quality of experience at every customer touch point.
- To support the delivery of a high-quality and efficient commercial service in all customer-facing areas, driving income generation from food, beverage, retail and conference and event sections.
- To act as Customer Experience Champion within the organisation, supporting a programme of ongoing quality assessment and improvement.
- To support the Head of Operations to achieve financial and service level targets for the Trading section.

Key Tasks:

1. Trading
 - 1.1. To ensure the Events team is motivated, engaged and able to provide the highest quality of customer experience and service in the café, bar, shop, and conference and events areas.
 - 1.2. To engage with all customers to ensure their expectations are met and to address any problems as efficiently and effectively as possible.
 - 1.3. To ensure there is constant feedback and monitoring of the events team to improve performance, working closely with the Head of Operations and Box Office manager to lead and develop staff.
 - 1.4. To work closely with colleagues across the trading teams.

- 1.5. To ensure that all events/performances are sufficiently staffed through effective rota management to provide customers with the best service.
- 1.6. To assist the Head of Operations and Box Office manager deal with customer feedback ensuring a swift resolution is reached.

2. Customer Experience

- 2.1. To support the Head of Operations in providing a high-quality customer experience within the café, bar, shop, and conference and events areas, working with colleagues throughout the organisation to support development and strategic planning against the objectives described within the organisation's strategic plan.
- 2.2. To support the development and implementation of appropriate trading policies, procedures and training to ensure staff provide a high-quality service.
- 2.3. To support the Head of Operations by developing and implementing systems for monitoring customer satisfaction and using information to influence new and existing policies and drive service improvements.

3. Duty Management

- 3.1. To support the delivery of a robust and clear duty management schedule within the organisation's facilities.
- 3.2. To actively support and participate in a programme of annual training for the organisation's duty management function.
- 3.3. To participate fully in the duty rota, delivering suitable building cover at all times.
- 3.4. To work flexibly with the Head of operations for café, bar, retail shop, and conference and events supervision.
- 3.5. To take an active role in the safety and security of the building, including locking-up areas of the building throughout the evening as they are finished with, and coordinating building security with staff working outwith hours.
- 3.6. To ensure the building is vacated and secured in line with current procedures.
- 3.7. To act as a key holder for out of hours emergencies.

4. Environmental

- 4.1. To support the Executive Director, as Chief Executive of the organisation, and the nominated Green Champion in meeting organisational aims and ambitions for its environmental impacts.
- 4.2. To support the implementation of the organisation's Environmental Policy within the Trading department.

5. Health & Safety

- 5.1. To support the Executive Director, as Chief Executive of the organisation, in their legislative duties under the Health and Safety at Work etc. Act 1974.
- 5.2. To support the active participation and engagement of the Customer Experience department with the organisation's Health & Safety Committee.
- 5.3. To attend training as required to update knowledge and skills, and to be able to comply with relevant statutory requirements to a high standard.
- 5.4. To comply with Health and Safety and other licensing legislation as directed and laid out in Pitlochry Festival Theatre's Health and Safety Policy.
- 5.5. To provide briefings to the events team ensuring they are made aware of and comply to current relevant Health and Safety legislation and Pitlochry Festival Theatre procedures and guidelines and are provided with adequate information in relation to the events, fire evacuation, first aid and other health and safety matters during opening hours.

6. Management

- 6.1. To provide strong and effective leadership and management of the events team, retail shop, trading facilities through supporting the Head of operations, Front of House & Box Office Manager. Helping them to identify and achieve defined annual objectives to deliver against the organisation’s strategic plan.
- 6.2. To implement and lead a strong management structure with the trading department, appraising departmental managers against their agreed annual objectives in order to help deliver the organisation’s strategic plan.
- 6.3. To support colleagues within the management team to plan, review, update, and deliver the organisation’s strategic plan.

7. Other

- 7.1. Any other duties or projects required by the Head of Operations or Executive Director to ensure the general smooth and efficient operation of the buildings and organisation.

Person Specification

Essential	Desirable
Qualifications and knowledge:	
Educated to SCQF level 7 or equivalent work experience	Health and safety qualification
Up to date knowledge on licensing and health and safety legislation	Personal Licence holder First aid trained
Relevant Food Hygiene certification	
Skills, abilities and experience:	
Passion for the arts and the vision of Pitlochry Festival Theatre	Knowledge of equality and diversity and being aware of the need to make reasonable adjustments to support colleagues and audiences/visitors with additional support needs
Experience in a customer facing role in a similar environment	
Interpersonal and communication skills:	
Able to communicate effectively and confidently with diverse groups of people	

Commitment to quality service and attention to detail	
Discretion, honesty and integrity	
Team player	
Ability to be flexible with working irregular and / or extended hours	