



Role: Front of House Supervisor

Hours: Part-time, 21 hours per week, including Fridays and Saturdays, 11:30 am – 7:30 pm

Contract: Fixed-term until 31st March 2027

Salary: £25,583 Pro Rota

Job Purpose

To oversee front-of-house operations during shifts, work side by side with staff to deliver excellent customer service, maintain a safe and welcoming venue, contribute to staff rotas, and manage routine issues while escalating complex matters to the management team.

Areas of Accountability

1. Supervise and work alongside front-of-house staff during shifts, ensuring a positive and motivated team environment.
2. Deliver excellent customer service, ensuring a smooth and enjoyable visitor experience, capturing and sharing customer experiences (photos), and encouraging feedback, including online reviews.
3. Act as the first point of contact for front-of-house staff during shifts, resolving routine issues and escalating complex or strategic matters to the management team.
4. Assist and serve customers at the box office, café, and within the venue, providing helpful recommendations and service.
5. Contribute to staff rotas to ensure effective coverage during shifts.
6. Oversee daily front-of-house operations, working alongside staff to ensure efficiency, professionalism, and smooth running of the venue.
7. Maintain venue cleanliness, tidiness, and presentation (including outside areas), working alongside staff to ensure a welcoming environment.
8. Monitor stock levels, arrange replenishment, and ensure facilities are well-maintained.
9. Acting as Duty Manager to conduct opening and closing procedures and oversee venue security during shifts.
10. Ensure day to day compliance with licensing, fire safety, food safety, and health & safety regulations.

11. Play a key role in executing successful venue-based events; supporting smooth delivery and excellent visitor experiences.
12. To undertake any other duties as may be required commensurate with the grade of the post.

Person Specification

Dimension	Essential	Desirable
Knowledge	Understanding of customer service standards in the hospitality or entertainment sector.	Knowledge of food health and safety requirements in a hospitality venue.
Qualifications	<p>GCSEs in English and Maths</p> <p>Level 3 qualification in a relevant subject or equivalent experience.</p> <p>Level 3 Food Hygiene (if not held, must be obtained within three months of employment).</p>	Personal Licence Qualification
Experience	<p>Proven experience leading a team in a customer-focused environment, preferably in the entertainment or hospitality sector.</p> <p>Experience in stock management</p> <p>Experience in a target-driven customer service setting.</p>	<p>Experience in venue management</p> <p>Experience as a key holder.</p>
Skills	<p>Ability to work well under pressure, handle challenges positively, and drive successful outcomes.</p> <p>Strong stakeholder engagement and communication skills.</p> <p>Problem solving and conflict management skills</p>	
Qualities	<p>Positive, forward-thinking, and passionate about delivering excellent customer service.</p> <p>Strong personal resilience and ability to perform in a fast-paced environment.</p> <p>Ability to manage day-to-day operations while contributing to long-term objectives.</p> <p>Commitment to high professional and personal standards.</p> <p>Proactive in seeking feedback and continuous improvement.</p> <p>Self-motivated and goal oriented.</p> <p>Team-oriented, embracing a "we, not me" ethos.</p>	Passion for film and/or live events.

Other Factors	Flexible approach to work, including evenings, weekends, and bank holidays as required.	
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