



Role: Front of House Supervisor

Location: The Regal

Salary: £24,790

Hours: Full time (37hpw)

Job Purpose

To undertake Duty Manager responsibilities, overseeing the daily operation of The Regal, leading staff, ensuring excellent customer service, and liaising with visitors. Responsible for opening and closing procedures, maintaining high standards of cleanliness, safety, and compliance with health & safety and licensing regulations.

Areas of Accountability

1. Lead and support a dedicated team, creating a positive and motivated work environment.
2. Deliver outstanding customer service, ensuring a smooth and enjoyable visitor experience.
3. Be the first point of contact for staff, providing guidance and problem-solving support.
4. Assist customers at the box office with film and product selections, providing helpful recommendations.
5. Oversee front-of-house operations, ensuring efficiency and professionalism.
6. Maintain a welcoming and professional atmosphere for all visitors.
7. Ensure all areas of the venue, including customer facilities, are clean, well-stocked, and inviting.
8. Monitor stock levels and ensure timely replenishment of essential items.
9. Oversee venue security, including opening and closing procedures.
10. Ensure compliance with licensing, fire safety, security, food safety, and health & safety regulations.
11. Handle customer queries, feedback, and complaints professionally and efficiently.
12. To undertake any other duties as may be required commensurate with the grade of the post.

Stowmarket Town Council

Person Specification

Dimension	Essential	Desirable
Knowledge	<p>Understanding of customer service standards in the hospitality or entertainment sector.</p> <p>Knowledge of managing resources to achieve successful outcomes.</p>	<p>Knowledge of food health and safety requirements in a hospitality venue.</p>
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>	<p>Personal Licence Qualification</p>
Experience	<p>Proven experience leading a team in a customer-focused environment, preferably in the entertainment or hospitality sector.</p> <p>Experience in a target-driven customer service setting.</p> <p>Experience as a key holder.</p>	<p>Experience in venue management</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>	
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>	<p>Passion for film and/or live events.</p>

Other Factors	Flexible approach to work, including evenings, weekends, and bank holidays as required. Ability to travel to work within 30 minutes.	
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