



Job Description

Job title: Front of House Manager

Reporting to: Executive Director, Operations Manager

Manager of: Duty Managers, Front House Staff

Salary: £24,000 per annum

Hours: 40 Hours per week

Annual leave: 28 days per year

Job Purpose Summary

Responsible for supporting the Operations Manager in the day-to-day management of the cinema, the FOH Manager will also assign the weekly staff rota, oversee bar and retail sales, weekly ordering and the monthly stocktake. They will be required to operate the digital projector when on duty (training can be provided) and ensure that the building is always safe and welcoming to audiences and visitors.

Main responsibilities

Customer service

- To maintain the highest standard of customer service through effective training and management of FOH Staff, so that our customers have a great experience and will wish to return.
- To ensure all staff are equipped to meet customers' expectations through training and by monitoring and feeding back on the performance of all FOH staff.
- To ensure customer's first impressions are positive through maintaining clean, tidy and attractive spaces within the building.
- To manage customer complaints, dealing with and escalating them as necessary.

People Management

- To assign the weekly staff rota, monitoring staff absences and annual leave.
- To manage the cinema and delegate specific duties to front of house staff.
- To support the Operations Manager with Front of House meetings and appraisals
- To ensure good communication between all members of staff.
- To assist the Executive Director and Operations Manager with recruitment as required.

- To assist the Operations Manager in staff training (including fire training and evacuation procedures).

Financial

- To increase the potential and profitability of the cinema, with a focus on increasing spend per head in the café/bar.
- To manage the weekly ordering of stock and monthly stocktake for the Rio café/Bar.
- To efficiently control levels of stock and ensure competitive pricing from suppliers.
- To suggest food and drink promotions to increase revenue.
- To complete Box Office and sales reports at the end of the trading day.

Day to Day

- To assign the weekly staff rota based on an agreed schedule.
- To report relevant information to the Operations Manager about building maintenance and operational issues.
- To assist the Operations Manager with all maintenance issues to ensure they are resolved within agreed timeframes.

Health and Safety

- To carry out any required testing on the fire alarm, emergency lighting and burglar alarm.
- To have a full knowledge of health and safety, food and hygiene and emergency detection/evacuation requirements.
- To ensure the safety of employees and guests by complying with Company standards, Health & Safety and Environment legislation and meeting all other statutory requirements
- To manage and operate Front of House security systems and processes to prevent loss and to ensure the security of cash, assets, guests and employees at all times.

General Responsibilities

- To operate the digital projector when acting as the manager on duty
- To help manage and maintain the Rio's box office system and website.
- To undertake appropriate training and professional development as determined by the Executive Director.
- Contribute ideas to the Rio programme.
- Contributing to the overall success and development of the Rio as a member of the Management team.
- To undertake any other duties as may be reasonably required by the Executive Director
- To attend and contribute to regular staff meetings as required.