

Job Description – Visitor Services Manager – Front of House



Employer: **Kings Place Music Foundation**

Date: **February 2019**

Department: **Visitor Services**

Responsible to: **Head of Visitor Services**

Responsible for: **Duty Managers
Duty Event Managers
FOH Assistants**

Role Objective:

Working alongside the Head of Visitor Services, the Visitor Services Manager (Box Office) and other departments, the Visitor Services Manager (Front of House) is responsible for providing an exceptional level of service to all visitors, whilst maintaining the smooth and efficient running of all Front of House operations, and developing the venue's facilities.

As a leader in the Visitor Services team the, role champions and promotes exceptional visitor service throughout the whole company, helping Kings Place continually exceed visitor expectations.

The role leads a team of visitor services professionals, ensuring they deliver exceptional service by both focusing on training and development, and demonstrating the highest standards of customer care as a Duty Manager.

The role is also responsible for the safety and security of all visitors, including leading and taking ownership of evacuation procedures.

Key Duties:

Visitor Services and Department Management

- Lead the Visitor Experience Working committee to ensure the strategic goals and direction of the company is realised
 - Provide leadership and management for the Duty Managers, Event Duty Managers and Front of House Assistants
 - Work closely with all departments and other tenants of Kings Place to maintain an excellent standard of customer care
 - Work closely with the Visitor Services Manager (Box Office) to maintain the highest standards of front of house service delivery
 - Duty Management of concerts, events and conferences
 - Review and develop policies and procedures relating to the Front of House operation and Visitor Services
 - Lead the Access Committee and ensure the highest levels of quality in the provision of access throughout the organisation and operation
 - Participate in the Health and Safety Committee and ensure the highest levels of quality in the provision and supervision of health and safety throughout the building
 - Work closely with the Event Production and Artistic Hires departments to ensure excellent and consistent communication to the Event Duty Managers and Front of House team to deliver the requirements of conferencing and hires at Kings Place
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Duty Management of Concerts and Conferences

- Act as Duty Manager for concerts as required
- Act as Event Duty Manager for conferences as required
- Manage all operational staff (front of house and technical) for the event or events taking place
- Ensure the efficient and safe running of all events, exceeding visitor expectations.
- Ensure the highest levels of customer and client care are being delivered by the staff at all times
- Event Reporting at the end of each shift

Staff Management

- Recruitment, induction and training of all new staff members within the Front of House team alongside the Head of Visitor Services
- Management the Front of House rota
- Ownership and regular revision of Front of House Procedure Manuals for Duty Management staff and Front of House teams
- Undertaking annual Performance Reviews for Duty Managers, and planning and supervision of appraisals for Front of House Team Members.
- Monitoring of staff performance and development

Security and Health & Safety

- Being fully conversant with emergency and evacuation procedures and leading all evacuations of the building
- Ensure that all fire regulations, health and safety legislation and the conditions of the companies license are observed at all times
- Ensure Front of House staff received regular evacuation training and drills
- Being responsible for the securing of KPMF areas at the end of each shift
- Work with the Building Management team to ensure that security and health and safety concerns are communicated effectively throughout the building

Administration

- Handle day to day administrative and financial matters relating to performances e.g. programme and merchandise sales
- Organise the delivery and collection of merchandise
- Manage the Front of House cash income through record-keeping, reconciliation and banking
- Contact artists, curators and record labels about merchandising information, to check programme and operations information
- Monitor the Front of House staff spend budget with the Head of Visitor Services
- Attend a weekly Operations Meeting
- Update Artifax as necessary
- To oversee and monitor Customer comments, complaints and general feedback, ensuring responses are timely, efficient, and effectively resolve and exceed the customer's needs
- Distribute access customer feedback data for all departments

Operations and Housekeeping

- Ensure the smooth running of all housekeeping projects in KPMF demises
 - Manage and plan annual budgets for housekeeping spend, with for reactive work considerations
 - Ensure the highest levels of housekeeping and cosmetic care is being delivered by the staff at all time
 - Ensure areas are safe, presentable and clean at all times
 - Work with the Office & HR Coordinator to ensure maintenance procedures are in place
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Ticketing

- Act as a senior member of the Box Office team when required
- Train staff on the ticketing system, such as late ticket sales, ticket collection, and reviewing and actioning customer services issues and access requests
- Monitor ticket sales and sales trends for events, and communicating key information to the Duty Management and Front of House team

Additional duties

- Lead tours of KPMF as required
- Comply with the KPMF Equal Opportunities and Health and Safety policies
- Over and ensure communication of the companies Safeguarding policy and procedures.
- Deputise for Head of Visitor Services during holidays or sick leave.
- Attend KPMF meetings when required
- Work closely with the Marketing department to coordinate the promotion of future events through exit flyering
- Undertake any other duties as required as appropriate to the grade and role of the post

Requirements:

- Strong experience of management within a venue setting
 - Strong experience and relevant industry knowledge of working in a music and corporate events environment
 - Strong experience of working with the public in a customer service focused role
 - A strong commitment to providing first class service at all times
 - Experience in ticketing procedures and systems
 - Excellent communication skills
 - Excellent management skills and proven experience of managing a team of staff
 - Ability to work under pressure and maintain a sense of humour
 - Proven organisation and planning skills
 - Flexible approach
 - Knowledge of Health and Safety issues relating to public places.
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