

Harlow Council Job Description

Job Title: Casual Duty Front of House Manager **Post Number:** PH0210

Grade: 6 **Date:** Nov 2016

Service: Community Wellbeing

Location: Playhouse

Responsible to: Front of House Manager

Job Purpose:

To be responsible for effective management of the Front of House of the Playhouse for any agreed performance.

Breakdown of tasks:

- 1.0 To be the visible individual with overall responsibility for the running of all public Front of House areas during duty shifts.
- 2.0 To follow the procedures for unlocking and locking at the start and end of all shifts.
- 3.0 To liaise with the Stage Manager and to be the primary point of contact between the Playhouse and visiting companies for all Front of House issues.
- 4.0 To be the primary point of contact between the Playhouse and patrons attending a performance and to respond appropriately to their needs.
- 5.0 To liaise with the Hosts as necessary.
- 6.0 To brief and allocate responsibilities to the volunteer ushers
- 7.0 To ensure that the audience is seated on time and that the clearance to commence / continue a performance is given.
- 8.0 To deal with any emergency situation using the agreed procedures
- 9.0 Be responsible for the bar and the Hosts staffing the bar.
- 10.0 To be responsible for distribution and reconciliation of all floats and takings for ice cream, programme and merchandise sales, and for the deduction of all agreed commission due to the Playhouse.
- 11.0 To resolve any short-term operational problems.
- 12.0 To complete a show report at the end of each show.

13.0 Statement of Health and Safety

- 13.1 Harlow Council is committed to the provision of high quality health and safety standards. In order to achieve this all staff employed by the Council have the following specific responsibilities, which are consistent with the requirements of the Health & Safety at Work etc. Act 1974.
- 13.2
 - To take reasonable care for the health and safety of yourself and of other persons who may be affected by what you do or fail to do.
 - To co-operate with Harlow Council in order to enable statutory requirements to be implemented.
 - Not to intentionally interfere with or misuse anything provided in the interests of health and safety.