



VENUE SUPERVISOR

Job Description

Job Purpose

Under the direction of the Venue Operations Manager, take operational responsibility for the front of house, ensuring a consistently safe, efficient and high standard of service to audiences, visitors and staff.

Key responsibilities

Front of House and Operations

- Contribute to good communications and cooperation across all teams to ensure excellent working relationships are cultivated.
- To motivate, lead by example and supervise the Operations team maintaining the highest standard of presentation; demonstrating a positive attitude; dealing promptly and professionally with any requests and providing excellent customer service to all patrons and visiting companies.
- Ensure that all aspects of front of house provide a clean, tidy and welcoming environment for customers and potential customers, visitors and staff.
- Oversee the wellbeing and safety of the audience and maintain excellent customer services at all times.
- Ensure end of day processes like cashing up are managed effectively and securely.
- To be responsible for locking up and securing the building at the end of the final shift each day
- To welcome all companies, performers and artists when they are in the building and to ensure that they feel supported.
- To carry out regular checks ensuring all spaces are in good working order and to report to the Venue Operations Manager when they are not.
- To keep a complete and accurate written record of events and incidents during shifts and also to communicate these verbally to the Venue Operations Manager when possible.

Licensing, Health and Safety

- To ensure that all statutory guidance for fire, security, Health and Safety and emergency policies and procedures are complied with at all times.
- Ensure licensing and Health and Safety regulations are adhered to at all times.
- To take a leading role in the evacuation of the building if necessary.
- To act as a first aid officer (training will be given if necessary).

Other

- Any other duties as reasonably required by the Venue Operations Manager

Person Specification

Essential

- Practical experience in a customer facing operational role in a cultural venue, visitor attraction, catering, retail, hotel, restaurant, bar or other hospitality environment and/or an appropriate recognised qualification.
- Display a passion for working within the live music/arts sector.
- Experience of supervising and positively motivating and inspiring front line team members through excellent working practices.
- Knowledge of DDA requirements and working with audiences/visitors with special needs.
- Organised and effective administration skills.
- Proficient IT skills.
- Proven ability to communicate effectively and confidently, both orally and in writing, with diverse groups of people.
- An understanding of and commitment to diversity and inclusion.
- A commitment to artistic excellence.
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- A flexible approach to working hours to meet the needs of the service, including working evenings, weekends and bank holidays.

Desirable

- Up to date knowledge on licensing and health and safety legislation.
- Health and Safety qualifications.
- First Aid trained.
- Spoken and written Welsh.
- Event management experience.
- Good knowledge of promotional techniques, sales techniques and marketing.
- Full driving licence.