

LINCOLN COLLEGE JOB DESCRIPTION

Post Title:	Venue Supervisor	Post Number:	CS0886P
Daily Supervision:	Front of House Manager	Grade:	CSS Scale 5
Department:	Business Development (The Drill)	Last Updated:	February 2022

Our Vision:

To be an extraordinary organisation whose talented students, staff, governors and alumni ensure that it adds recognised social and economic value to its local communities by providing high quality education and training and making people exceptionally well prepared for work, potentially via higher education.

Our Mission:

Employer-led; producing a highly skilled and productive local workforce.

Our Cornerstones of Success & Values Guiding Behaviours:



Job Purpose:

The Drill (Lincoln Drill Hall) is a much-loved leading multi-art commercial venue and cultural hub in the centre of Lincoln which incorporates a 357 seated main theatre which also has the flexibility to house 550 stood at events, 50 seat studio theatre, café, bar, studios and other public spaces.

We're looking for someone to duty manage the venue's events, bar, catering and front of house service operation, ensuring excellent customer service standards are maintained and that financial and other targets are achieved. Acting under guidance from the Front of House Manager and Management team, you will be responsible for delivering high standards of service and hygiene, supervising a team of Venue Staff assistants and developing a high performance culture, as well as supporting ticket sales and promotion of The Drill.

Bringing flair and enthusiasm to the role, you will be encouraged to develop a venue offer that reflects and supports The Drill brand.

PRINCIPAL DUTIES AND RESPONSIBILITIES:

1. To act as Duty Manager, for the building, the bar and events (opening, closing, service and security) ensuring The Drill is operated in line with procedures and other written and verbal communication.
2. Duties will include, but are not limited to: Bar service, glass collecting, box office service, ticket collecting, guest list checking, toilet checking/cleaning, stock rotating, stock ordering, ushering, selling merchandise, food service, cash handling, promotional activity for the venue, duty management and, managing and coordinating Events.
3. To manage complaints or issues that arise and providing feedback to the Front of House Manager.
4. To follow procedure regarding stock. Confidently managing stock on behalf of the Front of House Manager as required.
5. Handle Cash and input into tills, following correct cashing up and banking procedures required by Lincoln College Group.
6. To ensure the dressing, appearance and presentation of the bar, front of house areas and public spaces throughout the service is of a consistently high standard and that excellent levels of cleanliness and hygiene are maintained at all times.
7. To provide a welcoming and friendly atmosphere for customers to encourage repeat business.
8. To provide a high customer service standard within the bounds of the licensing laws. To encourage and manage staff members, ensuring they provide customer service to this standard and follow correct licensing procedures.
9. To actively promote the interval drinks service to maximise income and reduce queue times during the interval.
10. Liaising with visiting companies, the Technical and Back of House team, the catering team, and the Front of House Manager for information of performances. Managing Front of House and the venue as a whole, and keeping to strict time slots for house and door clearance.
11. To ensure new staff are inducted and trained effectively.
12. To conform with the Health and Safety requirements relevant to the post.
13. To provide marketing and promotional support for The Drill, e.g. exit flyering after performances and promotional activity in public areas.
14. To be responsible for the safeguarding and promoting the welfare of children wherever applicable within the role.
15. To accept responsibility for the implementation of the College's Equal Opportunities policy throughout all personal contacts in the College and within this area of responsibility.
16. To attend regular meetings with associated college staff members.

N.B. This is not a complete statement of all duties and responsibilities of this post. The postholder may be required to carry out other lawful and reasonable duties as directed by a supervising manager.



PERSON SPECIFICATION

	Knowledge	PSM
1	Bar/restaurant experience	A/I
2	Experience of customer service roles	A/I
3	Theatre & Events management experience	A/I

	Skills/Abilities – Interpersonal	PSM
4	The ability to communicate effectively face to face with customers and colleagues	A/I
5	The ability to work in a non-discriminatory manner	A/I
6	The ability to contribute to and function effectively as part of a team	A/I

	Experience	PSM
7	Experience of till operation	A/I
8	Recent cash-handling experience	A/I

	Work Related Circumstances	PSM
9	The ability and willingness to undertake relevant staff development	A/I
10	The ability and willingness to work additional hours/days occasionally	A/I

	Skills/Abilities - Other	PSM
11	The ability to mix well with people of different ages	A/I
12	The ability to work quickly and in an organised manner	A/I
13	Appropriate level of IT skills to undertake relevant duties	A/I
14	Responsibility for safeguarding and promoting the welfare of children wherever applicable	A/I

Prepared By:	Lauren Harvey
Date:	9th November 2021

Proposed Selection Method Key (PSM)		
A = Application	I = Interview	T = Test