



Troubadour

WEMBLEY PARK THEATRE

TROUBADOUR WEMBLEY PARK THEATRE

FRONT OF HOUSE & BAR SUPERVISOR

JOB DESCRIPTION

Troubadour Theatres is a company that specialises in large-scale installation theatres and studios. We build and operate go-to destination venues that are fully flexible, contemporary and impressive with the ability to showcase world-class entertainment while delivering an outstanding audience experience.

We are seeking hard-working, motivated Supervisors to support the Front of House and Bar operations for performances at Troubadour Wembley Park Theatre, currently home to *Starlight Express*.

This is a unique opportunity to join a dynamic team in an innovative venue. As a Supervisor you will rotate between supervising our Theatre, Venue and Bar teams. The ideal candidates will have a strong work ethic, lead by example, and contribute to a positive atmosphere of fun, trust, and professionalism.

REPORTING TO

Front of House Manager

KEY RESPONSIBILITIES

STAFF MANAGEMENT

- Lead our Theatre, Venue and Bar teams to ensure high standards of service and professionalism.
- Assist the Front of House and Bar Managers in the training, supervising, and appraising of FOH Hosts.

- Assign and oversee daily roles and responsibilities to ensure operational efficiency.
- Conduct staff briefings and debriefings, communicating show and venue-specific information and capturing feedback.
- Support the Duty Manager in maintaining safe staffing levels and consistent working practices.

DAY-TO-DAY OPERATIONAL MANAGEMENT

- Oversee Front of House and Bar operations, ensuring adherence to company policies, health & safety, and licensing regulations.
- Conduct emergency drills and ensure all staff are prepared for fire or security incidents.
- Perform thorough venue checks prior to audience arrival and ensure the site is safe and ready for operations.
- Address any operational issues or faults, escalating to the Duty Manager as needed.
- Supervising the bar and venue/merchandise sales team to ensure that customers are served in an efficient, warm and professional manner in order to maximise sales revenue
- Contribute to maintaining and auditing a high standard of the overall audience experience.

ADMINISTRATION & FINANCE

- Review and reconcile daily sales records and reports for both merchandise and bar operations, resolving any discrepancies.
- Complete a daily bar log for auditing purposes.
- Support stock management, including conducting stock takes, and advising on stock requirements.
- Contribute to the completion of accurate and detailed FOH show reports.
- Support the development of bar or merchandise promotions.

CUSTOMER SERVICE & EDUCATION

- Maintain and promote exemplary customer service across all areas of operation.
- Support Group/School and access bookings.
- Assist in coordinating lost property on site.
- Support any additional activities as required, including educational and outreach activity.

HEALTH & SAFETY

- Promote a culture of safety and compliance throughout the venue.
- Ensure all activities are conducted in accordance with health & safety policies and working systems.
- Promptly report any breaches or safety concerns to the Duty Manager.

GENERAL

- Undertake other reasonable duties as required to support the smooth operation of the venue.
-

PERSON SPECIFICATION

REQUIRED

- Experience in a supervisory role in a theatre, bar, or hospitality.
- Strong interpersonal and team leadership skills.
- Demonstrated knowledge of customer service excellence and venue management best practice.
- Highly organised with a flexible, solutions-focused approach.
- Able to remain calm under pressure and prioritise effectively.
- Professional, confident, and approachable communication style.
- Working knowledge of health & safety practices in a public venue.

DESIRABLE

- Experience with EPOS systems / similar till systems.
 - Valid First Aid qualification.
 - Personal licence holder.
 - Food Safety Level 2 certification.
 - Interest in theatre and the arts.
-

TERMS

- Zero hours contract with potential for full-time hours.

- Variable shift patterns, including evenings, weekends, Bank Holidays, and festive periods.
- Pay rate: £14.85 per hour, paid weekly in arrears.

APPLICATIONS

To apply, please send a CV and covering letter to:

hello.wembley@troubadourtheatres.com

Deadline: 10am, Monday 30 June 2025

Interviews: Tuesday 8th & Wednesday 9th July 2025

Start Date: Week commencing 14 July 2025