



Troubadour
THEATRES

TROUBADOUR CANARY WHARF THEATRE LTD

SUPERVISOR/COVER DUTY MANAGER

JOB DESCRIPTION

REPORTING TO: Front of House Manager

LOCATION: Troubadour Canary Wharf Theatre, Water Street, Canary Wharf, E14 5GX

CONTRACT TYPES: Part time, 20 hours per week. Monday - Sunday, including evenings

SALARY: £15.18/£16.24 per hour

Troubadour Theatres is a company which specialises in large-scale installation venues. We build and operate go-to destinations that are fully flexible, contemporary and with the ability to showcase world-class entertainment whilst providing a greater experience for all.

We are seeking experienced, hard-working and motivated individuals to join the team at our brand new Troubadour Canary Wharf Theatre. The right candidate will be looking to join a dynamic team in a unique venue, offering an exceptional experience to our staff and visitors whilst leading from the front and creating a positive atmosphere of hard work, fun, trust and professionalism.

STAFF MANAGEMENT

- Lead and motivate a team of Front of House/Bar Hosts to actively engage with guests, always ensuring brilliant visitor experience.
- Provide a safe and secure site for visitors and staff.
- Lead in maintaining an immaculate presentation of public areas.
- Maintain a positive, enthusiastic and collaborative way of working on the ground alongside staff.
- Assist the Front of House and Bar Managers with the recruitment, training, management and appraisal of Hosts.
- Have a well-informed knowledge of Troubadour Theatres including upcoming shows and events, bar menus and policies and procedures with an ability to deal with queries clearly and confidently without the need for escalation where possible.
- Create staff briefing sheets and rotas, reporting sickness/lateness and absence as required as well as confirming staff attendance via our rota application.

FRONT OF HOUSE

- Oversee all aspects of the Front of House operations during performances/events.
- Lead briefings to inform and motivate staff in delivering excellent visitor experience at all times.
- Ensure an appropriate presentation of public areas as well as a smooth visitor journey through the building.
- Liaise with Security at the main entrance and throughout the building as required.
- Ensure an efficient resolution to all visitor and staff feedback and report back to Venue Management making suggestions for improvement.
- Be responsible for giving clearance to Stage Management prior to the start of the performance as well as clearing the Auditorium and Stalls Lounge areas post-performance.
- Assist customers with additional access requirements and adapt as necessary for their required level of assistance.
- Identify possible improvements that will improve the experience of our guests.
- Assist with any additional Front of House administrative tasks as required.
- Maintain an organised and clean Merchandise counter and stock room and support the development of Merchandise sales and promotions.

BAR

- Oversee all aspects of the Bar operation during performances/events/general service.
- Lead Bar briefings to inform and motivate staff in delivering excellent visitor experience at all times.
- Shift planning effectively to ensure all staff are happy and enthusiastic about work.
- Maintain good H&S / HACCP practices, including working environments, licensing and food handling and ensure that the team adheres to all H&S legislation and that all mandatory training is completed on time.
- Ensure correct stock management processes are constantly followed by the team.
- Assist in preparing, serving and cleaning food and drink, maintaining consistency and quality, even when under pressure.
- Maintain an organised and clean bar, stock room and back of house areas.
- Demonstrate a good working knowledge of products and understand key perfect serves.
- Prepare and store garnish used for drinks.

HEALTH & SAFETY

- To understand and be able to implement Troubadour Theatre's health and safety policies, including emergency and evacuation procedures, and be confident in the execution of these procedures.
- Lead staff in all aspects of safety, emergency and evacuation procedures as required.
- Give inductions to new members of staff, providing in depth knowledge of Troubadour Canary Wharf's evacuation procedures.
- Log any Accidents, Incidents and/or Near Misses.
- Assist in the conducting of health and safety checks when required, reporting any possible hazards that are discovered which could affect visitors or staff members on site.
- Have an awareness of Troubadour Theatre's Safeguarding Policy.

- Assist in administering First Aid to patrons.

PERSON SPECIFICATION

REQUIRED:

- Experience in managing and developing teams in a busy customer services environments, exceeding customer expectations.
- Ability to work under pressure and stay calm as well as prioritise tasks and using initiative.
- Excellent presentation skills and ability to speak to large groups.
- The ability to work flexible shifts, weekends and late evenings on a consistent reliable basis.
- Good, clear verbal communication skills with a confident ability to engage with both individuals and groups.
- Accuracy and attention to detail.
- Excellent timekeeping skills.
- Over 18 years old.

DESIRABLE:

- Valid First Aid qualification.
- H&S qualification.
- Previous experience of a similar role in an arts organisation.
- Interest in theatre & the arts.

To apply, please send a CV and a covering letter to jobs@troubadourtheatres.com