

## SUPERVISOR | JOB DESCRIPTION

### About Delfont Mackintosh Theatres

Founded over 30 years ago, Sir Cameron Mackintosh's Delfont Mackintosh Theatres Ltd owns and operates eight of the most prestigious theatres in London's West End: the Gielgud, Noël Coward, Novello, Sondheim, Prince Edward, Prince of Wales, Victoria Palace and Wyndham's.

Our goal is to offer audiences and artists an unparalleled theatrical experience and, through the refurbishment and conservation of our theatres, to provide an outstanding legacy for generations of theatregoers to come. To achieve this we: partner with world-class theatrical producers to showcase outstanding plays and musicals; engage, train, develop, empower and invest in the best staff; provide exceptional service and best value to audiences, producers and artists; refurbish, innovate, conserve and maintain our theatres to the highest possible standards; and have reputation, entertainment, service and commerciality at the forefront of everything that we do.

Employing more than 700 people, our ethos is as a group of unique musical- and play-houses with a shared culture and approach. We are determined to: create an environment in which we are all able to flourish and thrive; foster an ethos of inclusivity where everyone feels respected, valued and supported; promote a culture of wellbeing to improve mental health, resilience and productivity; and treat everyone equally so that every individual, whatever their background, may reach their full potential and contribute meaningfully to DMT's success.

### About the role

Reporting to theatre management, this role oversees the smooth and safe running of the Front of House and Bar operations. They ensure the rota is followed to comply with licensing requirements and leads by example so that all staff deliver an exceptional customer experience. They also run the daily reconciliation of sales information.

### Main Duties

- Ensures that staff follow their rota to comply with licensing requirements, Health and Safety and Security policies. Maintains records to show compliance.
- Is the first point of contact for customer issues and refers to the Duty Manager if necessary.
- Ensures the highest standards of appearance and cleanliness in all Front of House areas are maintained when open to the public. Reports any issues to the Duty Manager.
- Reconciles all sales from the Bar, Front of House and Merchandise Staff.
- Takes an integral role in any necessary evacuation, invacuation or lockdown of the theatre.

### **STAFF MANAGEMENT**

- Actively participates and supports staff in all areas of their roles. Includes fire and evacuation, invacuation and lockdown drills.
- Has an active role in training and maintaining standards of hygiene during the performance of the Front of House Team.

- Ensures all Front staff are in their correct positions during their shifts to comply with customer service and licensing requirements.
- Checks that the team are all well-presented and have been issued with all necessary equipment before they begin work.

### **STOCK CONTROL**

- Liaising with Daytime Cellar Assistant to complete and maintain accurate paperwork relating to stock ordering, sales, comps, damages and items for invoices.
- Uses the till system to monitor stock, sales and any discrepancies.
- Ensures stock is stored in a suitably secure environment at all times.
- Ensures that any keys and till cards issued to staff are returned and secured at the end of each shift.
- Monitors uniform stock levels, ensuring that all issued items are signed for and that staff have their required uniform
- Assist with Daily/Weekly and Monthly stock checks.

### **GENERAL**

- To wear the specified uniform to company standards.
- Reports any issues via the CAFM Facilities Management system.
- To perform any duties as reasonably requested by management.
- Maintain any documents and records required to ensure compliance with internal policies and external regulations.
- Comply with all DMT policies and represent the company with diplomacy, discretion and courtesy at all times, safeguarding all confidential information.
- Maintain an awareness of DMT as part of the Cameron Mackintosh Ltd group of companies and undertake any other reasonable duties as required.

### **Person Specification**

- Customer facing experience
- Strong communication skills
- Team player
- Problem solver
- Sales awareness
- Commitment to standards
- Initiative & adaptability
- Supervisory experience of medium sized teams (10+)
- Previous experience of operating electronic tills
- Stock control experience
- Personal Licence holder and a knowledge of Health & Safety procedures



### **Principal Terms and Conditions**

**Salary:** £12.83 per hour

**Hours:** 40 hours per week

**Contract type:** Fixed-term

**Department:** Front of House, Sondheim Theatre

**Reports to:** Theatre Management

**Responsible for:** Not Applicable

*Full terms and conditions of employment will be confirmed to the successful candidate.*

### **Application Details**

**Closing date:** Monday 22<sup>nd</sup> August at 10.00am

**Application method:** Application form via Delfont Mackintosh Theatres website

**How to apply:**

<https://www.delfontmackintosh.co.uk/about-us/recruitment> and please ensure you also complete our equal opportunities form

**Interview dates:** Week commencing 29<sup>th</sup> August 2022

*Delfont Mackintosh Theatres is an equal opportunities employer and our recruitment process is open to all. We are determined to foster a culture of inclusivity and respect where everyone feels valued and supported.*