



# Chetham's

## Job Description

### FOH and Events Operations Manager The Stoller Hall & Chetham's

**Responsible To:** Creative Commercial Director

**Responsible for:** Event Staff, Duty Managers, Events Housekeeping, Event Security

#### CONTEXT:

Chetham's is a unique cultural institution and charity in the heart of Manchester combining music, education, and heritage. We are home to three extraordinary places – Chetham's School of Music, Chetham's Library, and The Stoller Hall – and we are united by one clear vision which is to bring people together.

We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring the next generation of musicians and thinkers.

We are driven by our values to make music and education more accessible, to enrich the lives of people in Manchester and beyond, and to improve health and wellbeing through the magic of music and learning.

We're embracing our roots and opening the doors to our world-class facilities and collections to make a positive, long-lasting impact on local communities.

Our venues are modern and purpose built, as well as medieval and historic. Our whole team pride themselves in the variety of events we deliver, our teamworking is excellent, and we facilitate outstanding artist, client and audience experiences.

#### PURPOSE:

This role holder will manage our front of house experience, and take general operational responsibility for events, including oversight of risk assessments and venue health and safety.

You will be outgoing, efficient and well organised – a real people person who is able to manage our team of casual front of house staff, as well as liaising with and meeting the needs of our diverse range of clients and customers.

Being able to lead by example, the role holder will instil a happy but hardworking ethic for the ad hoc team of Event Staff and Duty Managers, and support and nurture our team of volunteers. You will also need to be able to step into any of the event delivery roles you manage if necessary.

A flexible attitude is essential as this role will involve working some evening and weekend shifts for events, but your office presence and engagement with the team during weekday daytimes will be key to your success in the role. You will be a vital part of the busy team that plans and delivers events across the site, and you will contribute positively to the strategic and financial planning, and to the delivery of our busy and growing programme of activity across all our venues.

Sustainability will be at the heart of everything that you do, and you will have great care for the way we present our venue – both in terms of front of house customer experience, as well as our front of house bar and backstage functions – including sourcing local and engaging products.

You will help attract a diverse and exceptional staff team, and successfully oversee the delivery of events, including stewarding, duty managing, box office, housekeeping, bar facilities, and day to day health and safety, risk assessments and other operational arrangements.

## **KEY RESPONSIBILITIES:**

### Managing the Front of House and Volunteer Teams

- Responsible for recruiting, inducting, training and managing the FOH Event Staff, Duty Managers, event Housekeeping and event Security staff
- Manage staffing rotas (backstage, stewarding, box office, security and housekeeping), ensuring events are adequately and efficiently staffed
- Develop staff training for new starters, and refresher training as required (including training of non-line managed staff where appropriate)
- Manage communications with the FOH teams to ensure they are up to date with organisational priorities and any practical requirements
- Work closely with the Technical team to ensure smooth delivery of events, and efficient sharing of information
- Oversee the recruitment processes for all event staff, including supporting the processes for other event based teams (eg Technical and Administrative)
- Follow all organisational HR procedures with staff, including risk assessments, absence and performance management
- Support the Administration team with preparing timely and accurate data for payroll, including holiday pay allowance calculations
- Manage the security staff contractor, ensuring guards are scheduled, rota'd, and line managed while on site, maintaining the relationship and contract with our security provider

### Event Planning and Delivery

- Develop, implement, and continuously improve all FOH procedures
- Contribute positively to the weekly Operations Meeting (including acting as Chair when required), supporting the collation and communication of event information to the event delivery teams
- Ensure front of house and backstage spaces are prepared according to the event requirements and that all public areas are tidy and presentable at all times
- Proactively seek and share operational feedback, escalating customer comments or issues if required, and ensuring the front of house experience is fed back into the event planning teams
- Ensure all customer and client needs are attended to before, during and after performances and events
- Assist with any access needs of customers and clients, and actively contribute to the Equality, Diversity and Inclusivity (EDI) Committee - supporting the organisational commitment to continually develop in this regard
- Liaise directly with clients on large events to plan and manage FOH to meet their requirements
- Ensure the dressing rooms are well equipped and fit for purpose at all times

### Managing the Front of House Bar and Catering

- Manage the front of house bar and catering facilities, including product and stock planning and control, ordering, stock rotation, deliveries, and equipment maintenance
- Maintain compliance with food hygiene standards and monitoring of equipment, personal practices and cleaning records
- Innovate with sustainable and local product lines, ensuring the image of the FOH bar and catering offering remains appropriate and responsive to the needs of our clients and audiences
- Support the event planning and commercial income teams to work with caterers - managing their use of our facilities, and identifying and building partnerships that reflect our core values and client and audience requirements
- Monitor bar sales and expenditure to ensure profit margins are maximised whilst maintaining value for money for customers, reviewing and benchmarking prices where appropriate

### Event Health and Safety and Compliance

- With the support of the leadership team (and specifically the Operations Director), oversee risk assessments, health and safety procedures, and implementation of and compliance with safe working practices across all front of house, backstage and catering functions. This will include
  - o Venue and individual risk assessments
  - o Fire risk assessments and management procedures, evacuation plans and training
  - o Stay put and run hide tell procedures
  - o Protest protocols
  - o Accident and near miss reporting
  - o Statutory compliance (including, for example, the premises licence, Challenge 25 policy)
  - o Noise at work
  - o Working at height
  - o Manual handling
  - o COSHH
  - o Environmental Health
  - o Food Hygiene
  - o Insurance provisions

### General

- Develop an excellent working knowledge of The Stoller Hall and its public programme
- Maintain appropriate qualifications, and if appropriate administer, First Aid and/or call emergency services as required
- Maintain Door Supervisor (SIA) training, and be able to act as door supervisor if required
- Any other duties as required

### **GENERAL RESPONSIBILITIES**

- Promote The Stoller Hall and Chetham's in a positive and professional manner at all times
- Display a flexible "can do" approach which will enhance organisation's wider reputation
- Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
- Undertake any training necessary to meet the requirements of the post
- Adopt a flexible approach to working hours as required by the business
- Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
- Be open to new ideas, understand the need for change and be willing to adapt
- Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences
- Maintain high level of flexibility and attendance
- Take all possible steps to ensure a safe working environment for self and others

### **PERSON SPECIFICATION**

#### **Essential**

- At least two years' experience in a Front of House supervisory or management role
- Experience working in a variety of event / production sectors - classical, rock/pop, conferencing etc.
- Previous bar management experience or similar hospitality roles
- Management, supervisory or team leadership experience
- Knowledge of statutory Health & Safety Regulations and awareness of changing industry practices
- Knowledge of preparing and implementing risk assessments
- Demonstrable customer service skills and the ability to communicate effectively with general public of all ages and backgrounds
- Calm, professional attitude at all times, especially when dealing with customer complaints or incidents
- Strong interpersonal and communication skills
- Comfortable to address incidents of staff error or misconduct
- Able to recognise the need for and adhere to professional boundaries
- Total commitment to quality in every aspect of the role
- Highly organised and motivated, a real team player – work collaboratively with key stakeholders both within the organisation and externally
- Willingness and ability to work unsocial/weekend hours as required
- A smart well-groomed appearance
- Good understanding of and enthusiasm for music performance across all genres.

#### **Desirable**

- Accredited First Aid qualification
- SIA Door Supervisor Licence
- IOSH or similar Health and Safety qualification or the willingness to work towards one
- GCSEs grade A\*- C

## CHILD PROTECTION AND SAFEGUARDING CHILDREN

As a post holder I recognise my responsibility to promote and safeguard the welfare of children and young people for whom I am responsible, or with whom I come into contact. I will adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy and related documents (available at [www.chethams.com](http://www.chethams.com)) at all times. If, in the course of carrying out the duties of the post, I become aware of any actual or potential risks to the safety or welfare of students at Chetham's, I have a duty to follow the reporting routes and to report any concerns to the Designated Safeguarding Lead or to the Head.

Our Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name .....

Employee's signature .....

Date. ....