

Front of House and Communications Supervisor

Hope Mill Theatre – Job Description

We're looking to expand our team, with a new and exciting role at Hope Mill Theatre. This is an opportunity to join a small, hardworking team at a very exciting time in our organisation's journey.

Working closely with our Theatre Manager you will assist in ensuring our audiences have the best possible experience, from start to finish. This role is perfect for a people person with a keen eye for detail, and a willingness to learn!

Hours: 35 hours a week

Salary: £17,290/ annum

Further Details: Your normal working week is one of 35 hours.

Your working week involves shift/night/weekend working as notified to you separately. Shift patterns will be subject to regular review and may be altered to ensure the needs of the business are met.

You will be expected to work overtime on occasion. If you are required to do so, time off in lieu will apply as appropriate. All payments, including those for overtime, shift, night and weekend working, are in accordance with local agreements.

Main Duties

- Overseeing the running of the theatre's Front of House department when the venue is open to the public
 - Welcoming customers and dealing with any queries
 - Working with production and venue teams to ensure the smooth running of the theatre and managing the audiences' experience
- Answering of box office enquiries both on the phone and over email
 - Setting up a robust communications system that allows for the easy dealing with of sales, requests, transfers etc.
 - The competent use of Spektrix – our ticketing system – to help customers make purchases, transfers and manage their accounts
- Assisting with the setting up and managing of events within our ticketing system for both in-house and received productions
 - Creating events, seating plans, and pricing structures
 - Running and programming reports
 - Supporting visiting companies to make the best use of the ticketing system through reports, discount codes etc.

- Overseeing the recruitment, training and management of front of house volunteers/staff
 - Helping in running an enticing and positive volunteer system, building a database of volunteers and organising them efficiently.
- Overseeing the creation and automation of communications with audiences and participants
 - Supporting the Theatre Manager in creating a consistent voice for the organisation across all platforms including assisting with social media account management.
 - Assisting in the creation and programming of all written communications from the venue: pre and post show emails, weekly mailouts, newsletters etc.
 - Carefully handling and maintaining databases
- Assisting with ongoing evaluation and analysis into our audiences, participants.
 - Creating and distributing surveys
 - Collating and analysing data
- Assisting with day-to-day tasks and general administration to meet the needs and aims of the charity.
 - Supporting the Theatre Manager in ensuring all departments have the necessary equipment/stationary etc to fulfil their tasks

Skills & Desired Experience

- Excellent customer service skills, and experience resolving issues, requests and complaints, both in person, over the phone and in writing.
- Experience using computer programmes and ticketing systems, an ability and desire to learn and explore possibilities of Spektrix. Candidates Spektrix experience would be highly regarded but this is not essential.
- Ability to work efficiently independently as well as part of a small, ambitious team in a face paced environment.
- Excellent attention to detail and written skills.