

Front of House Manager

Purpose of the role

The annual Hever Festival Theatre (HFT) is a celebration of the Arts in our open-air theatre situated in the Hever Castle gardens. HFT takes place annually between May and the end of August.

We are looking for enthusiastic Front of House Managers to join the festival team, to help make our festival a truly memorable event for everyone. At all of our events we aim to provide efficient, friendly, excellent customer service, creating a comfortable and welcoming environment for all of our patrons.

The Role of the Front of House Manger will include the following tasks for which full training will be given in advance of the festival;

The primary objective of the role is to welcome customers in a polite and enthusiastic manner, paying attention at all times to their needs. To deal with issues as they arise and especially working to prevent problems from happening.

- Meeting and greeting artists.
- Being available, willing and enthusiastic throughout the event.
- Maintain the highest standards of customer and visitor service ensuring all visitors enjoy their visit to the festival event and will leave recommending it to others.
- To run the Front of House team in an efficient manner, ensuring communication between the artists, technicians, box office, the Castle ops team and catering and audience are effective at all times.
- To understand and ensure the venue emergency procedures are maintained while the public are in the venue.
- To confirm evacuation procedures with the stewards at each event, ensuring they understand their role in an emergency evacuation.
- To run an emergency evacuation should the need arise and complete the required reporting post evacuation.
- To ensure the performances run to time, starting at the advertised time.
- To ensure the venue is immaculate at all times.
- To respond quickly and positively to questions, requests, problems or complaints raised by visitors and to resolve them effectively and courteously.
- To be able to inform visitors on the full festival programme.
- Listen and respond to visitor comments and encourage them to complete feedback forms.
- Provide marketing support by organising the stewards to hand out leaflets etc to visitors.
- To ensure the venue is left tidy and clean at the end of the night.
- To perform all duties to a high standard of customer care in attitude, approach and appearance.
- To supporting the festival staff while on site as requested.

Role requirements

- To undertake this role you will need to be someone who takes initiative and can think on their feet, to be trustworthy and to approach situations with maturity.
- You will also need to be friendly and approachable to be able to interact with visitors.
- You will need to have your own transport, most of our events are in the evening, the nearest train station is 1 mile away along a dark country lane.
- To undertake this role you must be over 18 years of age.

Training provision

All staff will be given a full induction for their role and the relevant policies and procedures for the festival.

All staff will be given full support and supervision throughout their working period.

Availability

If you'd like to get involved, you must be free to work on dates between May – the end of August.

How to apply

Please contact Ailsa Molyneux ailsa@heverfestival.co.uk with your CV and cover note.

An early expression of interest is welcomed, particularly from those able to work with us during the May and June dates.