



FOH Supervisor

The Clapham Grand is looking for a superstar human who loves everything pop, drag & comedy all mixed together, to successfully build and lead a Front of House team through our wide range of events from full capacity club nights (1200+ people) to seated theatre style shows. You must have a love for customer service and the drive to make sure our guests have a magical experience from the moment they arrive at The Clapham Grand through to departure.

The candidate will ideally have at least 1 year experience within a FOH role in a large event led venue covering both theatre and club experiences. They will have excellent communication skills both written and verbal, confident, super organised and have the diverse skill set to run a team who will look after ticketing, guestlist, high volume ques and ushers throughout a three level venue. Most importantly they will be someone who has bags of personality to fit our unique and passionate team, who is an all round good egg.

Please forward CV and covering letter describing why you think you would be suitable for the role. INCLUDING specific examples of experience to terry@claphamgrand.com. An extended Job Spec is available highlighting responsibilities and day to day.

Our FOH Supervisor will supervise and lead the FOH team in (not limited to) the set-up, event, change over and close down of all FOH areas including the box office/reception, cloakroom, ushers and que stewards on each floor. Customer experience is at the forefront of this role. Our FOH supervisor will be dealing with customer queries and fixing any problems there and then helping to resolve issues and create that Clapham Grand magic. FOH supervisors report into the duty manager on shift. They are managed by the Assistant General Manager.

DUTIES AND RESPONSIBILITIES

Main Duties

- To supervise and lead the setup, change over, close down and actual workings of the box office, cloakroom and ushers throughout the variety of events hosted at The Clapham Grand.
- Deliver consistently a high standard of customer service at all times enhancing the customers experience from the moment they arrive till they leave us.
- Build a team and a positive environment where each team member feels valued and given the opportunities to learn and grow through continued training and guidance.
- Que management in line with the health and safety of the customers and team members.
- Presentation of the venue both inside and out is at its best at all times.
- Assisting the management team in all aspects of the front of house areas.

Responsibilities

Pre Opening

- Lead the set up of the reception area, cloakroom and the internal and external que systems where applicable in accordance with the checklists.
- Supervise the ushers in their roles to deliver first class customer service throughout the ingress.
- Supervise the box office including the handling of all guests to our venues whether they have tickets, paying or on the guestlist.
- Report any stock issues to the manager.
- Report any maintenance issues to the manager.
- Be ready for a team briefing which will be held 30 mins before doors.
- Technical support for pos systems.

Open

- On shift leading of the FOH team, leading by example whilst nurturing a fun and friendly team environment.
- Overseeing the health and safety of your staff and guests in your areas.
- Dealing with any customer service matters inc complaints, positive and negative feedback and escalating to a manager if appropriate.
- Maintain clean and tidy working areas while adhering to general health and safety policies and procedures.
- First Aid first response within your floor backed by security and management team where applicable.

Close

- Oversee and responsible for the close down of the relevant areas throughout the night with the duty manager.
- Assist in the Egress procedure for all guests.
- Report to Manager any concerns regarding staff, stock or event management, sales etc.
- Help other departments where applicable in the closedown.
- Reconcile the box office.

Admin and Areas to lead

- Reception, Cloakroom.
- External and Internal Ques.
- Ushers
- Reconcile the daily box office so we have an accurate report.
- To complete stock takes as when advised by management. Highlight any discrepancies and issues.

Meeting to attend

Event Handover 60 mins before doors.

Wider Team briefing 30 mins before doors for every event.

Door Briefing 15 mins doors open for the event.

Weekly Lists

- Daily lists within the designated FOH folder. These include opening and closing checklists for each area.