**JOB DESCRIPTION**

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| **Date:** | November 2019 |
| **Job Title:** | Theatre Management Apprentice |
| **Reports to:** | Theatre Manager |
| **Length of Contract:** | 15 months (duration of apprenticeship) |
| **Job overview:** | To learn about and become familiar with the different and varied facets that constitute the operational management of a large, commercial theatre operation and the importance of all these components coming together to achieve a common goal.  To provide support to the theatre management team in running the front of house operation at LW Theatre venues and delivering excellent standards of customer service.  To contribute to the maximisation of revenue and profitability of the retail and bar & catering operation.  To effectively engage, communicate and collaborate with team members across all departments at your base theatre and all colleagues from other venues and Head Office so that we continue to stage the extraordinary and be the best at what we do. |
| **Qualifications** | Apprenticeship including CMI Level 3 Diploma in Management.  Blended learning apprenticeship run by national training supplier, Babington. |

**MAIN DUTIES**

**Office Administration**

* Assist with the preparation of staff rotas for each performanceand help with the rostering of staff for daytime events, functions, external training bookings and VIP hospitality events.
* Build awareness of the current SOLT/ BECTU Agreement and learn to work within this agreement.
* Provide information or documentation to the Theatre Manager or Head Office as required.
* In conjunction with management colleagues, learn how to deal with and respond promptly to customer correspondence including, general enquiries, customer complaints etc.
* Monitor and order office equipment such as stationery.
* Become familiar with and then in conjunction with the rest of the theatre management team, check and input weekly timesheets for payroll.

**Operations Management**

* Assist the rest of the theatre management team with overseeing all performance operational requirements and completing any reasonable tasks as required by management.
* Learn about giving clearance (once received by production staff) for opening of the house and interval.
* Assist with implementing sales initiatives to ensure targets set out by management are met.
* Contribute to the effective and profitable operation of FOH, bars, catering and merchandise and the maximising of all retail opportunities.
* To supervise the FOH Retail Sales and Bar Supervisor to ensure accurate stock control and accounting of monies.
* In conjunction with management colleagues, supervise the issuing of floats to appropriate areas and the receiving and returning of accurate monies, takings and cash boxes to the safe at the end of the evening. Counting, bagging and securing total cash takings.
* Complete an accurate main safe float-check on a daily basis.
* Work with other Managers on duty to ensure the Box Office operation runs smoothly and to check the banking is correct at the close of business.
* Reporting back to, de-briefing and discussing with colleagues any issues that arose throughout the shift and taking any action as required.

**People Management**

* Work with Theatre Management in supervising, monitoring performance, devising work incentives and developing FOH and bar staff.
* Lead by example and ensure staff act in a manner that promotes the Company’s values, behaviours and goals and make recommendations on how to raise standards, where appropriate.
* In conjunction with management colleagues, foster a positive and enjoyable atmosphere within the FOH and Bar teams so as to create and maintain excellent morale and a vibrant work-place.
* Work with Theatre Management in identifying development needs and delivering appropriate training where necessary.
* Assist with conducting staff performance reviews.
* Assist with investigation and disciplinary meetings.
* Understand the holiday diary for all FOH, Bar and Kiosk staff.
* Prepare for and deliver daily FOH staff briefing, including communicating the rota, new incentives etc.
* Undertake random bag checks.

**Customer Service**

* Work with Theatre Management to maintain the highest standards of customer care and service within the FOH and Bars operation
* Establish a visible and accessible management profile throughout the theatre to foster and maintain good relations and provide support, advice and assistance to patrons, producers and staff
* Deal with customer enquiries and complaints (written and verbal)

**Health & Safety**

* Assist Theatre Management in ensuring health and safety, and health and hygiene regulations are complied with and a high standard of housekeeping is maintained throughout all FOH areas
* Undertake regular maintenance checks in both FOH and Rear of House areas and learn to complete and review risk assessments
* Report any maintenance, cleaning, pest control or health and safety issues in the relevant logs and ensure that any issues are responded to and then resolved promptly.
* Along with the rest of theatre management, ensure a safe and comfortable environment for patrons and staff (e.g. Auditorium temperature control and making certain that the staff room cleaning rota is implemented)
* Shadow the delivery and learn to deliver regular theatre evacuation training to FOH staff.

**General**

* Undertake any other duties that may be reasonably required and deal with any matters arising in a timely and effective manner

**Working Hours**

40 hours per week over 5 days, Monday to Sunday, made up of the following;

* 31 hours per week in a LW Theatres venue
* 8 hours per week for course e-learning within the hosting theatre.
* 1 hour per week to meet with the apprenticeship scheme mentor.

Apprentices will be required to attend a classroom session, one day per quarter, as part of the course.

**Essential Knowledge, Skills & Abilities:**

* Experience of providing excellent front line customer service.
* Experience of supervising staff or as a team leader in a busy bar and/or catering and retail sales operation.
* Able to build rapport with customers and establish and maintain excellent relationships at all levels in the business.
* Minimum of five GCSEs or equivalent at Grade C or higher including in Maths and English. Evidence of this will need to be supplied to the apprenticeship course provider.
* Experience of cash handling.

**Desirable Knowledge, Skills & Abilities:**

* Experience of working in a theatre environment
* Basic understanding of Health & Safety and licensing issues in a venue licensed for public entertainment
* Basic understanding of what collective agreements and unionised environments are.
* Personal licence, first aid certificate, fire safety/warden training
* Previous experience of working with an EPOS system

**Person Specification:**

* An efficient and flexible approach; able to prioritise workload to meet targets and deadlines of course as well as working; can manage multiple priorities and adapt quickly to changing requirements.
* Able and willing to work overtime and unsociable hours (including evenings and Sundays) as necessary.
* Interested in people, a good listener with great interpersonal skills and the ability to demonstrate an empathetic and pragmatic approach when dealing with both colleagues and the public. Is able and willing to adapt this style when required.
* Ability to work calmly under pressure.
* Understands the commercial focus of the business.
* Pro-active; able to self-motivate and use own initiative in the absence of clear guidelines both in the role and during the studies by identifying tasks, projects and/or potential problems in advance, creating solutions and taking ownership of outcomes as appropriate