



UNIVERSITY OF LINCOLN
JOB DESCRIPTION

JOB TITLE	FOH & Café Bar Manager (Lincoln Performing Arts Centre)				
DEPARTMENT	Lincoln Performing Arts Centre/Lincoln School of Performing Arts				
LOCATION	Brayford Campus				
JOB NUMBER		GRADE	Grade 5	DATE	May 2013
REPORTS TO	Artistic Director				

CONTEXT

Lincoln Performing Arts Centre is a 446-seat performance venue offering a mixed programme of events to a students and the local community. The centre is also home to Lincoln School of Performing Arts (LSPA), which offers undergraduate and postgraduate degrees in drama and dance, taught in four purpose-built studio spaces on the complex.

With the appointment of its first full time Artistic Director, University of Lincoln is looking to position Lincoln Performing Arts Centre as the central creative hub in a vibrant theatre and performance ecology for Lincolnshire. Lincoln Performing Arts Centre aims to offer the best in professional presented work, whilst producing, nurturing and maximising engagement in performance of a national quality within a local context.

The venue is home to Zing Café Bar, which offers a range of day-time and pre-performance drinks and snacks, alongside free bar entertainment and a rolling programme of exhibitions curated in collaboration with the Collection & Usher Gallery. This year, to celebrate our fifth birthday the venue will be investing in its infrastructure which will include setting up its own in-house box office from August 2013, with face-to-face sales being processed by Zing Café Bar staff.

JOB PURPOSE

The FOH & Café Bar Manager will be charged with shaping and delivering a quality customer experience at the venue. They will be responsible for managing all aspects relating to Lincoln Performing Arts Centre's Front of House and Zing Café Bar. The post holder will ensure the provision of a cost-effective, high quality service to all users (artist, community and student) within strict financial performance targets and other KPIs. They will be responsible with for delivering a strategy for developing the venue as a destination, providing a welcoming atmosphere for customers in order to encourage repeat business. Where appropriate the Manager will recruit and line-manage staff, including setting priorities and objectives for these individuals.

KEY RESPONSIBILITIES

Management

- As part of the Lincoln Performing Arts Centre management team attend regular meetings and contribute to the development and implementation of strategies, policies, procedures and budgets.
- Lead, manage, and direct the work of the FOH & Zing Café Bar Department to ensure departmental targets and KPIs are achieved.
- Oversee the recruitment of agency staff as appropriate to ensure appropriate staffing levels.
- Manage the FOH and Café Bar's rota to ensure that appropriate staffing levels are achieved.
- Working alongside the Box Office Coordinator to motivate and train the front line staff, so that they are multi-skilled and reflect the values of Lincoln Performing Arts Centre.
- Monitor the performance of staff and ensure the necessary direction and training are provided.
- Control, monitor and evaluate appropriate budgets.

Business and Brand Development

- To ensure that Front of House and Zing Café Bar reflects Lincoln Performing Arts Centre's brand.
- To work with the Artistic Director to drive the business forward, developing new income streams for the organisation.
- Maximising income from Front of House and Café Bar sales, generating new ideas and ways to increase food, beverage and merchandise revenue.
- To develop relationships with catering and beverage suppliers, finding new and innovative ways of working with external suppliers.
- To grow conferencing and external event hire function at the venue in coordination with the Artistic Director and University of Lincoln's Conference and Events team
- To help to create an atmosphere of creativity in the building that encourages, students, artists and audiences to create and participate in our artistic programme.
- Act as an approved spokesperson and advocate for the organisation and represent Lincoln Performing Arts Centre events, meetings and conferences.

Customer Service

- Lead the Team by example to ensure high quality customer service and ensure that the outlet is kept clean, tidy and in accordance with legal standards.
- Person must also ensure that staffing is kept to appropriate levels and staffing is in line with budgetary and business demand
- Working to encourage a culture of teamwork and performance.
- Ensure high product standards at all times to Barista standard.
- Encourage and act upon customer comments and complaints to improve the theatre's customer care, in conjunction with the management team.
- Work with the marketing department regarding customer care to implement monitoring data and user surveys for audience events.
- Work with the Artistic Director on written policies for the building dealing with such subjects as customer complaints, threatening behaviour and health and safety to ensure all FOH staff are aware of the requirements for our patrons.
- To welcome all companies, performers, artists, students and lecturers, when they are in the building and to ensure that they feel supported, working with the Technical Manager to fulfil artist riders where appropriate.

Front of House & Café Bar

- To work with relevant departments to ensure that all public spaces and other spaces are welcoming and inviting.
- Act as Duty Manager as required for an average minimum of two evening events a week including day times as required.
- Undertake FOH and Café administrative duties, including the creation and maintenance of staff rotas and timesheet records and FOH sales reporting, ordering of stock, managing café sales, floats, lost property, litter collection.
- Liaise with Visiting Companies and Hirers to ensure food, beverage and merchandising expectations are met.
- Maintain foyer and work with Marketing and the bar and café staff to ensure FOH displays and materials are kept accurate and up to date

Licensing and Legal Compliance

- Ensure Zing Café Bar and Lincoln Performing Arts Centre operates within legislative requirements at all times

- Ensure a high standard of personal and general cleanliness and hygiene, to comply with statutory and University regulations
- Ensure safe working practices and due diligence.
- Ensure Licensing laws are fully complied with and adhered to, uphold licensing objectives.
- Ensure Health & Safety legislation is complied to at all times.
- Ensure that all FOH and café staff are familiar with the theatre's fire evacuation procedures and that staff receive regular fire awareness training and take part in regular fire drill practice.

Stock & Cash Handling

- To negotiate with suppliers to ensure best value.
- To follow procedure regarding stock handling and movement in order to maintain security of stock at all times
- Maintain accurate and timely stock records
- Ensure stock orders are correct on arrival and exercise stock control
- To provide effective and efficient cash handling procedures, with particular responsibility for cashing up of tills, in accordance with the venue's financial and banking procedures
- To follow cash handling procedures, ensuring safety of cash at all times

Other Responsibilities

- Keep up to date on current customer service practice to ensure Lincoln Performing Arts Centre becomes a leader in its field.
- The postholder is expected to work evenings and weekends.

In addition to the above, undertake such duties as may reasonably be requested and that are commensurate with the nature and grade of the post.

ADDITIONAL INFORMATION

Scope and dimensions of the role

This position is based on annualised hours of 45 weeks at 37 hours per week, spread over 52 weeks of the year. We envisage this role being 37 hours per week for a minimum of 40 weeks, with the remaining hours split across the other 12 weeks in accordance with work requirements.

The FOH & Café Bar Manager will pursue a forward thinking, customer driven approach to management that appeals to all users and maximises income. Using their initiative and expertise they will deliver and improve a Front of House and Café Bar function for Lincoln Performing Arts Centre that engages with best practice across all activities. The post holder should be able to adopt an approach fitting to the mixture of customers that the Venue attracts. They will be the face of Zing Café Bar and the Lincoln Performing Arts Centre and as such must always be ready to deal with any kind of request or query in an appropriate manner. The post holder will ensure adherence to systems and standards that support a coordinated venue management strategy. The post holder will need to be a team player and contribute to a supportive and collaborative culture, which facilitates the ongoing development and effective use of Lincoln Performing Arts Centre.

Key working relationships/networks

Internal	External
<ul style="list-style-type: none"> • Artistic Director • Head of School of Performing Arts • Lincoln School of Performing Arts Staff and Students • Marketing Manager • Technical Manager • Box Office Coordinator • University Events/Conference Office • Lincoln Performing Arts Centre Steering Committee • Financial Services • Health & Safety Office • Human Resources staff • Commercial Facilities 	<ul style="list-style-type: none"> • Suppliers • Contractors • Services personnel • Commercial clients • NUSSL • Trading Standards • Artists/Visiting Companies



UNIVERSITY OF LINCOLN
PERSON SPECIFICATION

JOB TITLE	FOH & Café Bar Manager	JOB NUMBER	
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Selection Criteria	Essential (E) or Desirable (D)	Where Evidenced Application (A) Interview (I) Presentation (P) References (R)
Qualifications:		
<ul style="list-style-type: none"> GCSE Grade C or equivalent in English and Maths 	E	A
<ul style="list-style-type: none"> Food Hygiene Certificate 	E	A
<ul style="list-style-type: none"> Recognised Licence Qualification 	D	A
Experience:		
<ul style="list-style-type: none"> Solid experience of working in a creative arts environment, ideally venue focused. 	E	A
<ul style="list-style-type: none"> Substantial supervisory experience in a customer facing operational role in a cultural or events venue, visitor attraction, bar or other hospitality environment. 	E	A
<ul style="list-style-type: none"> Experience of managing staff including rotas, monitoring work performance, conducting staff views/appraisals, recruiting and selecting staff and experience of carrying out formal human resources policies and procedures. 	E	A/I
<ul style="list-style-type: none"> Experience of cash-handling, Stock ordering and stock control 	E	A
<ul style="list-style-type: none"> Experience of planning and managing budgets to meet financial and business objectives. 	E	A
<ul style="list-style-type: none"> Buffet Preparation and corporate catering 	D	A
<ul style="list-style-type: none"> Experience of developing the strength of an organisation's brand to achieve business objectives. 	D	A/I

Skills and Knowledge:		
• Up to date knowledge on licensing and health and safety legislation	E	A/I
• Excellent IT skills alongside written and spoken communication skills with the ability to represent at a senior level.	E	A/I
• Ability to work unsupervised and organise own workload, set priorities and deliver to agreed targets and KPIs	E	A/I
• Competent negotiator, skilled in negotiating with suppliers	E	A/I
• Staff management skills.	E	A/I
• Knowledge of DDA requirements and working with audiences/visitors with special needs	D	A
• Familiarity with Box Office systems and processes.	D	A
• Good knowledge of promotional techniques, sales techniques and marketing	D	A
• Thorough understanding of the technical and operational requirements for delivering a programme of entertainment	D	A
Competencies and Personal Attributes:		
• A team player with the ability to empower others to deliver an organisation's vision.	E	A/I
• Enthusiastic and pro-active approach to work.	E	A/I
• Willingness to learn with a commitment to continuous professional development.	E	A/I
• Ability to prioritise and work accurately under pressure with good time management.	E	A/I
• A creative, lateral thinker.	E	A/I

• A strategic and commercial attitude towards sales	E	A/I
• Passionate about live performance and the arts in general.	E	A/I
• Customer focussed.	E	A/I
Business Requirements:		
• Evening and Weekend Work	E	A/I
• Food Hygiene Certificate	E	A
• Personal Licence Holder	D	A/I

Essential Requirements are those, without which, a candidate would not be able to do the job. **Desirable Requirements** are those which would be useful for the post holder to possess and will be considered when more than one applicant meets the essential requirements.

Author	Craig Morrow	HRBA	
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