## JOB DESCRIPTION

## Front of House Supervisor (Casual/Internal Only – £10.40 per hour)

**B:Music’s mission is to inspire a love of live music, through performance, participation and learning.**

**Who we are:**

B:Music Ltd is the music charity responsible for Symphony Hall and Town Hall, two iconic venues in the heart of Birmingham. Each year, these venues welcome over half a million people to around 800 concerts and events.

Symphony Hall and Town Hall are live music and entertainment venues, and flexibility is required around working hours, the successful candidate may on occasion be required to work outside the usual 9 – 5 office hours.



**Overall Purpose**

Responsible for the co-ordination of merchandise and retail points including banked monies, management of foyer events, directing of Stewards and upholding standards, queue management, and any additional front of house resources as the activity dictates.

**Key Accountabilities**

* Programme, merchandise, and retail co-ordination, including liaising with Tour Reps/Merch Sellers, and banking in line with Town Hall Symphony Hall cash handling procedures.
* Supporting the house manager in the management and deployment of Front of House stewards and Door Supervisor resources, and upholding standards.
* Queue Management for entry, bars and merchandise.
* Deputising for the House Manager in the resolution of customer queries.
* The general management of Foyer events, and any associated reports.

**Person Specification**

* Must possess the ability to work effectively both autonomously and as part of a wider team.
* Must have strong people management and motivational skills.
* The ability to recognise changing demands and prioritise tasks within a constantly fluctuating environment.
* Must be capable of communicating to venue resources and building relationships with both internal and external stakeholders.
* Must have strong organisational and confident decision making skills in order to problem solve and resolve in exercising sound judgement, tact, initiative and knowing the appropriate time to escalate issues.
* Must be passionate about creating and delivering exceptional customer experience and promoting best practice at all times.
* Must be able to demonstrate an ability to remain calm under pressure and to remain patient and professional at all times.
* Desirable: First Aid At Work certificate, and SIA licence or an interest in pursuing this

Please also complete an Equal Opportunities form and email this to [recruitment@bmusic.co.uk](mailto:recruitment@bmusic.co.uk).

**Closing date:** we are looking to recruit to these roles quickly, and will endeavour to interview applicants as they apply

**Reporting to:** Events Operation Manager

**Department:** Operations, Front of House

**Contract type:** Casual

**Salary:** £10.40 per hour

**Location:** Birmingham - Town Hall and Symphony Hall

Want to get to know us more ? Take a look at these social media hyperlinks

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