

GREAT SHOW PRODUCTIONS LTD

FRONT OF HOUSE SUPERVISOR

Great Show Productions is seeking two Front of House Supervisors to support our Duty Managers on an exciting new experiential production set to captivate audiences in the heart of London.

The candidate should be a proactive and approachable supervisor, with previous experience in customer facing roles in either theatre, events or immersive experiences.

The Front of House Supervisors are responsible for overseeing the daily operations of our theatre's front-of-house areas and for the smooth running of the front of house team as the first point of contact for all guests. The ideal candidate will ensure a seamless and enjoyable experience for our patrons while maintaining the highest standards of customer service and operational efficiency.

JOB TITLE: Front of House Supervisor

REPORTING TO: Duty Manager

DIRECT REPORTS: Front of House Assistants

LOCATION: Earls Court, London

START DATE: Mid-September 2024

SALARY: £16 per hour, up to 45 hours per week

KEY RESPONSIBILITIES:

- Oversee the front of house assistants; ensuring they deliver a positive and welcoming atmosphere as the first point of contact to all guests.
- Manage all position rotations and staff breaks throughout the performance shift.
- Complete staff costume checks to support the in-world narrative.
- Provide key front of house services including, but not limited to, ticket scanning and stewarding in a fast-paced environment.
- Ensure customer safety and wellbeing throughout the experience. Able to lead a site evacuation with support from the Operations and Security leaders.
- Be the first level of escalation in customer complaints before the Duty Manager.

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PERSON SPECIFICATION:

Skills & Experience Required:

- Minimum 2+ years experience as a Supervisor in customer service or events.
- Confidence working amongst a close-knit team and interacting with large crowds on a daily basis.
- Strong customer service skills with a passion for the arts and entertainment.
- Excellent communication, leadership, and organisational skills.
- Ability to handle stressful situations calmly and effectively.
- Must be comfortable working evening and weekend shifts.
- Ability to stand for extended periods.

Desired, but not required:

- Fire Marshall and First Aid certification is a plus.
- Experience with event coordination and crowd management.
- Previous experience with radios/comms.
- Previous experience as an actor/performer.

How to Apply:

Interested candidates should submit their resume and a cover letter detailing their relevant experience and interest in the position to recruitment@rodeoproductions.co.uk by 22nd August 2024. Please include "FOH Supervisor Application - [Your Name]" in the subject line.

The Great Show Production Limited is an Equal Opportunity Employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.