



**Front of House Team Lead
The Helix
UAC Management DAC T/a,
Full-time Permanent Contract**

The Helix:

The Helix is a multi-purpose arts, entertainment and conference & events centre nestled in the heart of Dublin City University's vibrant campus located in Glasnevin Dublin 9. Since opening in 2002, the Helix has established itself as a destination of choice for an incomparable range of events attracting audiences from Dublin and beyond with a mixture of high-quality music, drama, sport, live TV productions, conferences, and general entertainment programming. In recent years, the venue has been awarded the "Best Purpose-Built Event Venue" accolade in Ireland on two occasions.

Location: We are located in the heart of the DCU on the Glasnevin Campus, Dublin 9

About the Role:

As the Front of House Team Lead you will manage and empower our team to perform with confidence and serve our patrons in a customer centric environment within a dynamic and unique setting. You will lead on events and will be responsible for ensuring that all clients, patrons, and members of the public have a safe, enjoyable and fulfilling experience. The role is pivotal to managing the day-to-day front of house activities of The Helix in order to provide the highest level of customer service to ensure the provision of effective patron and client services to all events and functions.

Duties and responsibilities include, but are not confined to the following:

- Liaise with clients, bookers, and conference event organisers to ensure all requirements and event details are confirmed and in place ahead of upcoming events/performances.
- Undertake general front of house administrative duties, including the creation and maintenance of staff rosters and timesheet records.
- Communicate Daily/ Weekly briefs regarding upcoming events/performances to the relevant teams and departments ensuring all team members are informed and aware of expectations and on specific programming and event content where appropriate and relevant.
- Lead on staff recruitment and coordination through hiring, training, evaluation, and delegation of duties as necessary.
- Lead the front of house team and monitor staff's work performance, time keeping, general discipline and adherence to staff dress code.
- Ensure all front of house staff are familiar with Health & Safety protocol and procedures and are up to date with the venue's fire evacuation procedures at all times, ensuring the safety of all patrons, staff, volunteers, visitors etc. through the proper implementation and enforcement of emergency procedures.
- Ensure all company policies are fully adhered to, paying particular attention to the Child Protection Policy.
- Report any issues in front of house through the relevant incident reports.

- Manage house advance and conference function sheets for upcoming events and coordinate information across departments.
- Work closely with all relevant departments to ensure the venue and all events operate smoothly and efficiently and in accordance with all Health & Safety standards.
- Inform patrons of house policies regarding Health & Safety and fire evacuation procedures.
- Oversee the organisation of the Helix volunteers including rostering, events etc.
- Conduct regular orientation and general customer service training with current and newly recruited volunteers ensuring they are set up for success in their role.

Please note, this is not a full and final list of duties as you may be asked to take on additional tasks by Helix management as required.

Requirements & Competencies

- Experience achieving excellence in a service-led environment catering for a large number of members of the public.
- Excellent interpersonal skills, able to inspire confidence in people and lead teams, a winning attitude with customers.
- Strong problem-solving skills.
- Ability to effectively manage competing priorities and commitments.
- Ability to manage, develop and motivate work teams to work effectively and provide excellent customer service.
- Well-developed communications skills with the capacity to liaise successfully with a diverse client and patron base while providing high quality customer service.
- The ability to provide an effective front of house service while maintaining a relaxed and inviting environment.
- A desire to provide positive contributions to cross departmental collaborations and meetings.
- Must have the ability to work a flexible schedule.

Remuneration: The position will attract a competitive salary package for the appointed candidate and will reflect their background and experience.

TO APPLY:

Please submit a cover letter outlining what attracts you to the role and what you believe you can bring to the position, your salary expectation, and a copy of your updated CV by email to gary.moran@thehelix.dcu.ie