

The Helix Theatre - Job Spec

Post: Front of House Duty Manager (part-time position)

Overview:

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 line with our continued organisational growth and to ensure the needs of our promoters, patrons and clients continue to be fully met. The Helix is currently recruiting for the role of Front of House Duty Manager.

Location: The Helix, Glasnevin, Dublin 9

Reports to: The Front of House Manager

Summary of Role

The Front of House Duty Manager is responsible for ensuring all clients, patrons, and members of the public have a safe, enjoyable and memorable experience by providing a reliable, customer focused and effective front of house service to the venue. It will be your duty to ensure that from conception to completion each event runs professionally and seamlessly across all departments. Particular attention is required on security, health and safety checks.

- Liaise with bar, box office and duty technicians on event days to ensure each event run seamlessly.
- Meet and greet clients, promoters and conference bookers ensuring they are happy with how the event is setup and the running order. Communicate any changes to the team on site.
- Manage and co-ordinate all Front of House staff (including volunteer staff).
- Ensure fire safety checks are complete and the venue is clean and ready for patrons' arrival ahead of each event.
- Hold briefings with FOH, bar, box office, technicians, volunteers, security and cleaners.
- Assist any patrons with special needs/ requirements.
- Ensure event goes up on time at start and after interval.
- Complete post event analysis in the form of show reports.
- Ensure IMRO forms are completed after every live music performance.
- Ensure that all front of house staff receive regular first aid training and the appropriate number of first aiders are on duty during events.
- Ensure company Child Protection Policy is fully adhered to.
- If there has been an incident ensure relevant paperwork has been completed.
- Carry out any other task which may be reasonably required by the Front of House Manager.

Personal Specification:

- Ability to drive excellent customer care.
- Positive 'can-do' attitude.
- Excellent interpersonal skills and a high level of self-motivation.
- High level of attention to detail.
- Ability to ensure the smooth running of operations.
- They must be a team player and flexible in work approach.
- Have the ability to multi task, working well in a high pressured, fast paced working environment.
- Excellent communication and time keeping skills
- They must be available to work anti-social hours (evenings and weekends) as business needs.
- A qualification in first aid would be desirable but not essential.
- Excellent written and spoken English.