



Parkwood  
Theatres

# The Playhouse Theatre, Weston-super-Mare

Front of House Manager - 40 hours per week  
including evening and weekends, permanent  
position

The Playhouse Theatre, Weston-super-Mare

This is an outstanding career opportunity with a market leader committed to providing a diverse and meaningful range of leisure and culture related activities for the local communities in which we serve.

As Front of House Manager, you will have principal responsibility for the operational management of all Front of House activities under the guidance and supervision of the General Manager. In particular you will be responsible for ensuring an exemplary level of customer service and venue presentation is maintained at all shows and events at The Playhouse. The post holder also has the vital role in ensuring retail sales targets are met and costs are controlled to the set levels.

This is a diverse role with a range of operational responsibilities that require a hands-on level of skills in day-to-day customer facing positions. Working cooperatively with other members of The Playhouse management team, contractors, venue hirers and other colleagues and freelancers is of paramount importance to success in the role.

Duties include:

- To act as Front of House Manager for the venue ensuring the health and safety of all customers, employees, contractors and visitors
- The management of the Front of House operation including the formulation and implementation of rotas and work schedules
- To co-ordinate and manage customer service training for all Front of House employees at The Playhouse as required
- Implement reporting processes to monitor key performance indicators of the Front of House Operation

**The Parkwood Leisure Holdings Ltd Group are proud to be Equal Opportunity Employers that are committed to inclusion and diversity.**

- Deliver sales performance and cost control to the levels budgeted by the General Manager.
- To ensure adequate levels of stock, equipment, materials and supplies etc to ensure the efficient operation of the Front of House service
- To keep abreast of new technology and operating systems related to his/her range of duties and responsibilities
- To liaise with other HOD's within the Venue, appropriate Client Officers and service contractors and customers to ensure any customer service issues are overcome as a priority
- To assist in the proactive presentation of the Venue in an efficient and environmentally sustainable way to meet both the Company and Clients objectives in this regard
- To undertake any other duties as may be required by the General Manager to ensure that the business objectives of the contract are achieved

#### The Person

- A minimum of three years experience managing at a senior level in a theatre or other retail/customer/hospitality focused environment is essential
- Must be able to gain acceptance and respect from clients and the teams involved
- Must be able to build strong relationships with customers, clients and employees
- Must have an independent, positive approach to problem-solving
- Must have a good level of communication skills, both written and spoken
- Must be able to demonstrate clear identification with all customer requirements
- Ability to work as part of a team, but also on own initiative
- Must be confident and calm under pressure
- Ability to meet deadlines and prioritise
- Numeracy, literacy and IT skills appropriate to the successful fulfilment of the post
- A personal licence is desirable.

#### What can Parkwood Theatres offer you?

- Starting salary of £24,500 per annum.
- Generous annual leave
- Free gym membership for you and a nominated person
- Employee discount portal - discounts on travel bookings, high street vouchers, gift cards, cinema tickets, days out, leisure activities and your day to day spending
- Pension Scheme
- Company sick pay
- Career progression

If you are interested in applying for this role, we suggest that you do so at the earliest opportunity to avoid disappointment as interviews will be held throughout the process. Please note that if you have not received correspondence within 21 days then please assume your application has been unsuccessful on this occasion.

- Training and development

Parkwood Theatres is a well established business that is continuously growing. Successful applicants can look forward to joining a company that can offer career prospects and believes in investing in its people.

## How to Apply

If you feel like you could bring some fresh ideas to the table we want to hear from you. Please apply with a letter of application and CV to [mark.thompson@parkwoodtheatres.co.uk](mailto:mark.thompson@parkwoodtheatres.co.uk)

## Closing Date

- Friday 10th November 2023. Interviews w/c 13th November 2023.

## About Parkwood Theatres / Parkwood Leisure

Parkwood Leisure was established over 20 years ago and is now one of the UK's leading operators of publicly owned leisure facilities. Working with Theatres, Legacy and Lex Leisure, we're a company that's proud to deliver a first-class service to each of the facilities we manage and is committed to working with local communities to make a difference and provide a healthier and happier lifestyle to the communities we serve.

For more information on The Playhouse please visit [www.theplayhouse.co.uk](http://www.theplayhouse.co.uk)

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