



RECRUITMENT NOTIFICATION

Role title:	Deputy Front of House Manager
Reporting to:	Front of House Manager
Direct Reports:	Guest Relations Assistants (GRAs)
Key Relationships:	Senior Operations Manager, Box Office Manager, Bar Manager, GRAs
Location:	Dublin 1, Ireland
Contract:	Part Time, 2-year fixed-term contract
Spec effective:	2024 - September

BACKGROUND TO THE GATE THEATRE

The Gate Theatre was founded in 1928 by Hilton Edwards and Micheál Mac Liammóir. Their productions were innovative and experimental, and they offered Dublin audiences an introduction to the world of European and American theatre as well as classics from the modern and Irish repertoire.

The Gate's mission is to be an international home for Irish artists and an Irish home for international artists. On its stage in Dublin and through tours, partnerships and creative collaborations, there is a commitment to 'open the Gate' to new artists, audiences, and new forms of theatre. The Gate's aim is to share this work with a large, diverse and evolving audience both in Ireland and around the world.

As an artist-led organisation the 'work' is at the heart of everything the Gate does. It produces a broad programme of new, contemporary and classic work, all of which speaks to today's world.

Since the appointment of Róisín McBrinn and Colm O'Callaghan in late 2022, many of the new approaches they want to lead with are underpinned by a commitment to making the Gate a more civic space.

PURPOSE OF THE ROLE

The Deputy Front of House Manager will work closely with the Front of House Manager and is responsible for the smooth running of the Front of House area before, during and after performances. They are also responsible for liaising with all other relevant departments to ensure the smooth running of the customer experience.

Please note that some of the below duties will only be discharged by the Deputy Front of House Manager in the absence of the Front of House Manager.



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DELEGATED AUTHORITY

The role has delegated authority in line with the Gate's internal policies.

DIRECT REPORTS:

GRA team members working in Front of House area at any given time.

RESPONSIBILITIES

Operational

- Create a warm and welcoming atmosphere for patrons at all times; project and enhance the Gate's image of excellence.
- Act as the Gate's Front of House point of contact for customers and team members.
- Act as the Gate's Front of House point of contact for any customer complaints, ensure they are managed in an efficient and professional manner.
- Provide guidance and direction to Front of House team members as required.
- Reconcile Box Office sales at the end of each evening, making lodgements and safe deposits.
- Ensure the smooth running of the season, including punctual starts, resolving ticket issues, monitor and organise programme sales, liaise with latecomers etc.
- Ensure Café is fully stocked at all times and ready for service.
- Manage the café function – opening the café, managing the float and transactions, serving before, during and after the performance, and close the function on the evening.
- Make the pre-show announcement to alert audiences to the emergency exits and the requirement to silence/turn off phones.
- Track stock holdings of programmes and other relevant merchandise.
- Maintain and review the standard operational procedures of the Front of House area, communicating regularly with the Front of House Manager to ensure efficient day to day running of the department.
- Deputise for the Front of House Manager in all matters as required.
- Any other tasks required by the Front of House Manager or the Senior Operations Manager team to ensure the smooth running of the department.

People Management and Development

- Supervise Front of House areas and staff, including car parking, quality of work, patron care, punctuality, appearance, and rostering, if required
- Lead the FOH team on opening nights and other special events to ensure the highest standards of customer service.
- Ensure that all FOH reports are completed with comprehensive detail of all relevant show and shift-related information – reports should be circulated to the relevant senior personnel.
- Supervise and instruct security personnel.

Health, Safety and Security

- Be responsible for fire, health and safety, accident and emergency procedures.



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- Act as The Gate's Front of House Health and Safety point of contact for all team members and attending audiences.
- Ensure standards of safety and compliance are maintained throughout the Front of House area.
- Check fire records and equipment is properly maintained and up to date and liaise with public authorities re: same as required.
- Be responsible for the lock-up of the theatre, or certain areas thereof.
- Liaise with the Operations team in relation to any issues that arise in relation to lighting, heating etc.

Gate standards, policies and procedures

- Act as a diversity and inclusion Ambassador and foster a culture of inclusion within the Gate.
- Act as a member of the customer facing management team, championing a professional approach which fosters respect and trust across team members and other departments observing confidentiality and discretion at all times.
- Maintain good relations with both internal and external stakeholders, including visiting company team members.

Professional and continuous development and training are a core part of the job description and will be available at a number of different levels as follows:

- Internal informal training (delivered by members of staff).
- External training programmes (depending on skills development needs assessment).

Essential and Desirable Experience, Qualities and Skills

Essential

- Minimum 2-years' experience as part of a Front of House customer facing team in an arts venue.
- Minimum 1-years' experience in people management or supervision.
- Excellent and demonstrable customer service skills with a customer satisfaction focus.
- Excellent verbal and written communications and interpersonal skills with a can-do positive and solution focused attitude.
- Exceptional interpersonal skills and the ability to manage relationships with a diverse range of personalities and to communicate with people at all levels, both internally and externally.
- Strong organisational, time management and prioritisation abilities working effectively under pressure and the flexibility to adapt quickly to demands.
- Ability to exercise initiative, take personal responsibility and resolve issues independently,
- Good administrative skills with the ability to maintain systems and records.
- Knowledge of health and safety with experience of implementing and monitoring safe working practices.
- An understanding of access and disability matters.
- An interest in the arts, Irish theatre in particular.
- Flexibility in relation to duties and working hours which will include evenings and weekends.



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Essential Personal attributes and Competencies:

Personal attributes

- Customer service and collaboration driven.
- Highly organised with excellent administration and time management skills
- Conscientious, positive, punctual, and reliable
- Proactive and self-motivated.
- Ability to work well under pressure and juggle multiple tasks in a fast-paced, pressured environment.

Competencies

- Communication and Relationships – Strong working relationships improve collaboration and productivity while building and fostering an inclusive work environment within the Gate.
- Customer Service – Positive customer experience promotes the Gate as a reliable and welcoming theatre and prompts audience members to return.
- Agility and Flexibility – Comfortable working within an evolving company which develops and grows from production to production.
- Attention to Detail – Strong attention to detail while delivering within deadlines.

This job description is a guide to the nature of the work required of the role; it is not an exhaustive list of duties. The role will be expected to be flexible and additional activities or areas of responsibility may be added at the Gate discretion.

The Gate is an equal opportunities employer and values diversity. We encourage applicants from different backgrounds and experience.

TERMS & CONDITIONS

Working Days and Hours: The standard office hours are between: 8am and 6pm, the standard Theatre hours are generally between 5pm and 12.00 midnight.

The role will operate across both timeframes on an average 24 hours per week basis. The average will be calculated across a 4-week period. Shifts will be based on a rolling roster of 4-day week.

The role will involve working flexible hours on a regular basis due to the weekly shift pattern. Shift times will cover pre- and post-show during open weeks with a half hour unpaid break. The shifts will be rostered across 7 days Monday to Sunday. The role will be required to work during open and dark periods within the Theatre schedule. During dark weeks the role will operate predominately (but not necessarily only) across the standard office hours schedule.

Salary: current salary payment is €408 gross per week (€17 by 24 hours based on August 2024 rate); the position is banded at Deputy Manager level within the Gate Management Level Framework. Weekend



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and Sunday premium is reflected in the remuneration and no additional premium, overtime or allowances will apply. Where the role is required to work on a public holiday, an alternative day off in lieu will be provided.



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Application and Selection Process

This is an excellent opportunity to develop your career on an in-house part-time basis. To apply please submit a curriculum vitae and single page supporting letter outlining how you meet the requirements of the post with examples of your experience.

As part of our Equal Opportunities in Employment Policy, we have a system to monitor all job applications. Please complete our [Equal Opportunities Monitoring Form](#) and submit it as part of your application. This information will be used for monitoring purposes only and shall remain strictly confidential in line with our Data Protection arrangements.

This form will not be used during the shortlisting process but will be used separately and for the purpose of recruitment monitoring and provision of statistical data. All information supplied will be treated in the strictest confidence and protected from misuse.

- Closing date for receipt of applications is **5pm Sunday 15th September 2024. Applications received after the deadline will not be considered.**
- Applications should be sent by email to: HR@gate-theatre.ie referencing **Gate Theatre Deputy Front of House Manager.**

The position is offered on a part-time fixed term basis.

The position will be initially advertised internally, and if an internal appointment is not made, the role will then be advertised externally via the Gate and Artistic Community media channels.

Candidates will be assessed based on their application (cover letter and cv), relevant experience, and the interview process.

Interviews are expected to take place in mid/ late September. The interview process will be competency-based related to the role requirements. Interviews will take place on-site at the Gate Theatre, Dublin 1, if you are not available to attend in person please advise and we will endeavour to facilitate an online interview. As the Gate Theatre is a historic building access involves external steps and internal stairs, please include in your application email if you have any specific requirements should you be selected to attend an interview.

If you wish to discuss the role or have any specific questions, please address them via email to Vincent Brightling, Front of House Manager at Vincent.brightling@gate-theatre.ie

The Gate is an equal opportunities employer where diversity is valued and supported.