



FRONT OF HOUSE MANAGER

About Above The Stag Theatre

Above The Stag Theatre is an award-winning theatre in Vauxhall, London with a focus on producing LGBT+ themed work including new writing, musicals and revivals. We are the only full-time professional LGBT+ theatre in the UK.

Our home on Albert Embankment is an exciting and versatile place with a seated capacity of up to 160.

About the team

The front-of-house team works alongside the theatre's operational and artistic teams to provide the very best experience to customers and guests and is responsible for providing a friendly and familiar welcome to new and regular visitors.

About the role

The front-of-house manager will be responsible for driving revenue through the bar and hire facilities, managing the front-of-house team, overseeing the operations of front-of-house facilities and any related administration.

KEY ACCOUNTABILITIES

Leadership

- Development of the bar service standards/staff guide to ensure consistency of service
- Planning, circulation and management of weekly front-of-house staff rotas
- Training staff on upselling opportunities to maximise revenue potential
- Line management of the bar team, including training, coaching, mentoring and performance management

Duty management

- Act as duty manager at least 3 evenings per week; being responsible for opening and closing the venue each evening
- Ensure that premises licensing requirements are upheld at all times

ABOVE THE STAG THEATRE

72 Albert Embankment, Vauxhall, London SE1 7TP | 020 3488 2815

abovethestag.com | @abovethestag

Company number 8466794. Above The Stag Theatre is a registered charity, no. 1154069.

Bar management

- Setting up bar for events/service when on duty ensuring that staff and stock are organised for cost effective and efficient service
- Stock management and product procurement
- Develop and maintain professional relationships with customers and suppliers
- Ensure cash procedures are adhered to at all times
- Management and development of bar events in coordination with the general manager
- Ensure compliance with all health and safety laws
- Ensure bar equipment and appliances are maintained and serviced correctly
- Manage any service contracts where required (i.e. cleaners/waste collection)
- Any other duties as required in-keeping with the role

Person specification

- A background in a managerial role in a fast-paced hospitality environment
- Able to lead a team, creating a positive environment to drive high performance
- Meticulous eye for detail and exceptional planning and organisation skills
- Excellent communication, influencing and interpersonal skills
- Confident and outgoing personality and an ability to interact with a wide variety of people including VIPs
- Positive and flexible approach to work (weekend, evening and night time work will be required)
- The right to work in the EU
- To be able to work 40 hours per week including evenings and weekends

In return, we offer

- Competitive salary of £25,000 - £27,000 depending on experience
- 28 days holiday, inclusive of bank holidays
- NEST defined contribution pension scheme
- Bar food and drink discount
- Complimentary theatre tickets

How to apply

Send your CV, along with a covering letter outlining why you would like to become front-of-house manager along with your experience relevant to the job specification, to tom.mcgregor@abovethetag.com.

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abovethetag.com | [@abovethetag](https://www.instagram.com/abovethetag)

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