



Applicant Pack

Front of House Manager



The Role

World Heart Beat Embassy Gardens is looking for an enthusiastic, organised, and experienced Front of House Manager to work closely with the General Manager and the front of house teams to ensure a friendly, welcoming, professional, efficient, safe, and accessible service to all visitors. This is a varied role, with responsibilities ranging from overseeing the café/bar operation, supporting students attending for music lessons, operating the box office, to acting as manager on duty for performances and events, taking leadership responsibility for front-of-house functions and overall supervision.

You will have a hands-on approach to all aspects of operational responsibility and be a natural problem-solver. You will have a proven understanding of customer relations, budgetary management, and team leadership.

You will be creative and resourceful in event planning, within the parameters set by the General Manager.

It is an exciting time for the charity, following the opening of World Heart Beat Embassy Gardens, our second site for music teaching, which includes a new concert hall and recording studios. The Front of House Manager will have an important role to play and will be the first point of contact for all Embassy Gardens enquiries, suited to someone who will enjoy getting to know and supporting the World Heart Beat community, especially our children, young people, and their families.





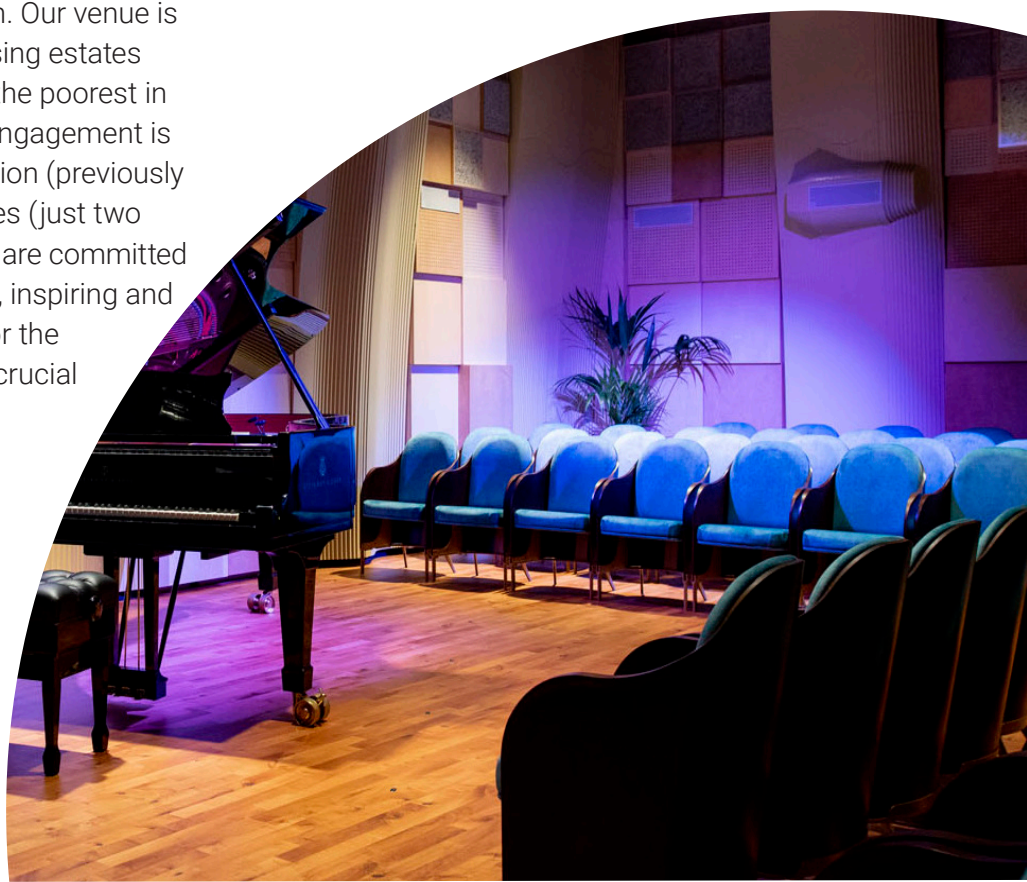
About Us

World Heart Beat is a registered music charity. Its programmes enrich the lives of children and young people, and its communities. We place social justice at our heart, providing equality of access through the removal of financial barriers to all, and giving a voice to those who are underrepresented.

World Heart Beat was established in 2009 by Sahana Gero MBE to meet the need for music tuition outside of school, and creative industry skills training, for some of London's most disadvantaged young people. The organisation now enters a new phase, opening a second site in Nine Elms, south west London. Our Embassy Gardens building, situated adjacent to the US Embassy, comprises a state-of-the-art concert hall (the first to open in London since 2008), industry standard recording studio, media broadcast room, teaching spaces and café/bar.

World Heart Beat Embassy Gardens is situated in the heart of a new neighbourhood, which forms part of the major Nine Elms regeneration. Our venue is immediately adjacent to housing estates which are amongst some of the poorest in the country, and where arts engagement is low, and fulfils a gap in provision (previously under-served for music venues (just two pubs and youth services). We are committed to providing access to quality, inspiring and joyful concerts, and events for the community, and to playing a crucial role in social cohesion.

Our broad global music programme is intended to appeal to a breadth of audiences, reflecting the vibrant diversity of London, attracting music lovers from across the capital and from our communities. Our concert programme features international musicians, as well as emerging artists at the start of their careers. Embassy Gardens will also enable us to do more for young people than ever before. Our outstanding facilities, including our studio, means we can record young musicians, giving them a foot up in their careers, as well as deliver our EMERGE training programme, which is designed to address the lack of representation of women, Black and disadvantaged young people, in the music industry.



Transforming Young Lives

"If it wasn't for playing music, I wouldn't be alive. I used to carry a knife, but music changed all that. Playing music is my protection now"

WHB student

We nurture the talents of the next generation in a warm and welcoming environment, which sees young people thrive. From an intake of 70 young people in 2010, we currently have c.350 students aged between 5 and 25 years at our academy in Southfields and at Embassy Gardens. Our new centre will enable us to reach more children and young people, and we hope to double our numbers over the next five years.

A snapshot of our track record to date:

- **We provide 9,000+ hours of music-making each year**
- **More than 50% of students receive free instruments and tuition**
- **60% of our students are 'Black, Asian or minority ethnic'**
- **We teach a global music programme, reflective of the diversity of our communities**



Students typically come to us regularly for more than seven years, and 40% come multiple times a week, which enables us to support their growth as musicians

We support young people to become independent young people in the world, nurturing them as individuals, growing their confidence and aspirations.

At a time when music education in the formal sector is being squeezed out of the curriculum and tuition is becoming increasingly unaffordable to many, our work is more valuable than ever.



MUSIC LEADERS AGED 15-25



91% feel that WHB offers a supportive, encouraging & motivational environment



80% have learnt new music skills at WHB



74% feel more confident and have increased self-esteem

“ *The talent, community & challenges here motivate me to get better each day.* ”

YOUNG PEOPLE AGED 12-14



97% attend WHB at least once a week



80% have learnt new music skills at WHB



97% believe that if they work hard they will succeed



72% report an improvement in their school work

“ *I enjoy being in a creative environment & being around other musicians.* ”

CHILDREN AGED 11 AND UNDER



100% attend WHB at least once a week



80% said they feel more confident



96% feel supported by WHB teachers and staff



72% have improved communication skills

“ *I love Wednesdays when I see my friends & the teachers. It's a magical time.* ”

Key Responsibilities



Front of House Operations

- Support the Academy Administrator by providing building cover for students taking classes at Embassy Gardens
- To take lead operational responsibility for the safety and security of the building, ensuring that systems and procedures for security are followed at all times and that correct opening up and locking up procedures are followed
- To act as duty manager during key performances and events
- To lead in the development of a Duty Managers' handbook and to ensure that procedures to support compliance to licensing, safety or other legislation are carried out
- To produce and distribute daily operational reports
- To act as a key-holder and to be on the emergency call-out list
- Ensure that the building conforms to and exceeds Accessibility and Health & Safety requirements, and is clean and tidy at all times, recognising opportunities for improvement
- To carry out regular checks ensuring all spaces, internal and external and including all fittings, equipment, and resources are well maintained, in good working order and to take appropriate action when they are not
- To assist the General Manager and Green Team in implementing all environmentally sustainable initiatives
- Work closely with the Commercial & Hires Manager and other departments to ensure the venue and all events operate smoothly and efficiently

Staff Management

- To lead the front of house and café teams, communicating effectively to ensure the smooth running of the front of house operation with a motivated staff team
- To assist the General Manager with recruitment, induction, training, supervision, and line management of front of house and café staff
- To ensure that all front of House and café staff have adequate and appropriate training to include customer service, food hygiene, access, and health & safety
- To be responsible for drawing up staff rotas, ensuring that the front of house and café is adequately staffed at all times
- To provide accurate wage information for front of house and café staff to the General Manager
- Ensure FOH staff maintain and deliver a high standard of appearance and customer service

Café/Bar and Box Office

- To be trained in the use of our ticketing system and to provide cover
- To be trained in café/bar procedures and provide occasional cover when needed
- To ensure that promotional materials are current and regularly refreshed
- To ensure that stock levels are monitored, maintained, and replenished
- To carry out supply ordering, ensuring the full availability of the menu at all times, together with the processing and logging of invoices

Hires, Events & Income Generation

- To work with the Marketing, Development and Commercial teams to ensure that the front of house/café staff are fully briefed and have a comprehensive knowledge of up-coming concerts and events, as well as membership and supporter's schemes and can ensure the effective promotion of opportunities and availability of information for customers
- Work closely with the Commercial & Hires Manager in the coordination and delivery of all hires and events, including responding to enquiries, customer liaison, event management and ensuring high standards of presentation and customer care
- To assist in the implementation of appropriate sales approaches for each event and contribute towards the promotion of special offers
- To work closely with the Development team in the delivery of fundraisers, supporter's evenings, and cultivation events

Customer Service

- To work closely with other members of staff to develop and maintain a coordinated approach to customer care for World Heart Beat and to ensure that all front of house/café staff understand and are fully committed to this approach
- Ensure that the public areas of the building are always presented in the best way possible in terms of cleanliness and general maintenance
- To provide excellent customer care and high standards of service to all visitors to World Heart Beat, actively contributing to World Heart Beat's policy of providing a friendly, welcoming, professional, efficient, and accessible service to all visitors, including those with disabilities

- To deal with all matters raised by members of the general public visiting the building and when necessary, follow procedures when issues or complaints are received by the organisation

Health and Safety

- To abide by and promote the venues health and safety policy in conjunction with current health & safety legislations, and ensure that all members of the front of house team are trained in and comply with emergency and safety procedures
- To assist the General Manager with evacuation procedures, incident planning and safety procedures
- Work closely with the General Manager and Production Team to develop and implement risk assessments
- Ensure that all front of house staff is familiar with the venues fire evacuation procedures and that staff receive regular fire awareness training and take part in regular fire drill practice, carrying out daily checks and keeping records up to date
- Liaise with staff to ensure that all users of the building including our Artists receive safety and building inductions and are fully versed in building procedures and fire and evacuation procedures

- Be a first aider and Fire Marshal on behalf of World Heart Beat
- To keep accident records and appropriate first aid supplies

Other

- To keep up to date with developments in front of house management
- Attend Fundraisers, Press and Supporters Nights and other World Heart Beat events as required
- Attend regular Company meetings
- Together with the General Manager actively develop and implement green policies and practices across the organisation
- Adhere to, and actively contribute to, World Heart Beat policies
- To maximise income and minimise expenditure wherever possible, without jeopardising the quality of the work or the reputation of World Heart Beat
- To act always in the best interest of World Heart Beat
- Any other duties as reasonably required

Person Specification

Essential

- Proven experience of managing an arts venue and leading a front of house team
- Experience in staff supervision
- Excellent proven customer service skills
- Ability to exercise initiative, take personal responsibility and resolve issues independently
- A positive, solution focused attitude to work
- Excellent verbal and interpersonal and good written communication skills
- High level of IT literacy (MS Office)
- Good administrative skills with the ability to maintain systems and records
- Knowledge of Health & Safety and licensing law and regulations with experience of implementing and monitoring safe working practices
- An understanding of access and disability issues
- Strong organisational, time management and prioritisation abilities working effectively under pressure and the

flexibility to adapt quickly to demands

- An understanding of, or experience in music and an enthusiasm for working in a socially engaged and culturally diverse environment
- Flexibility in relation to duties and working hours which will include evenings and Weekends

Desirable

- A valid first aid at work certificate
- Qualifications in health & safety, fire safety, first aid
- Previous experience working in an arts environment
- A passion for the World Heart Beat and its work

Personal Attributes

- Warm, enthusiastic team player
- Personable and able to talk to a wide range of people
- Self-motivated and comfortable working alone on occasion
- Excellent attention to detail

Further Role Details

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| Role: | Front of House Manager |
| Reporting to: | General Manager |
| Company: | World Heart Beat Music Academy/CIC (WHB) |
| Contract: | Permenant, Full-time |
| Salary: | £30,000 per annum |
| Benefits include: | Contributory Pension Scheme; On the job training and development, together with some external training, as agreed with your line manager; Discount at our cafe; Free concert tickets |
| Hours: | Full-time, 40 hours per week, with 1 hour for lunch included. Based on a shift pattern, evening and weekend work is essential |
| Location: | Office Based, World Heart Beat Embassy Gardens, Nine Elms, South West London |
| Holiday: | 20 days FTE plus bank holidays |

TERMS & CONDITIONS

EQUALITY, DIVERSITY & INCLUSION

World Heart Beat is committed to creating a positive and inclusive environment where everyone feels respected and free to work without fear of discrimination. We are an equal opportunity employer and value diversity in our practice. We encourage applications from all backgrounds and do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We welcome applications from people requiring flexible working arrangements and from anyone with any professional or educational background.

HEALTH AND SAFETY

All employees will be required to have a DBS check and are required to understand and comply with World Heart Beat Music Academy's Health and Safety Management Policy, including taking reasonable care for their own health and safety and that of others who may be affected by their acts or omissions whilst at work. The post-holder's responsibility for promoting and safeguarding the welfare of children and young people for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with World Heart Beat Music Academy's Child Protection Policy Statement at all times.

HOW TO APPLY

Please provide a copy of your current CV together with a covering letter explaining why you are interested in the position and how your skills and experience aligns with the person specification.

Please include the names of two referees, one of which must be your most recent employer. References won't be taken up without your consent.

Your letter, CV and EO monitoring form should be emailed to Hilary O'Connor, General Manager, at: hilary@worldheartbeat.org

Application Deadline: 5.00pm, Thursday 25 April 2024

Interviews: Week commencing 29 April 2024