



Position: Front of House and Bar Supervisor
Reports to: Operations Manager and Assistant Operations Manager UCH
Direct Reports: Front of House Staff
Hours: Part-Time/Casual
Start Date: Immediate

This is a pivotal, customer facing role within the company. The principal responsibility of this position is to ensure the smooth running and operations of Front of House, including Bar and Retail.

Key Responsibilities

Front of House

- Coordination, management and operation of Front of House for concerts and events, including the bar/retail unit.
- Undertake general Front of House administrative duties including maintenance of timesheets and merchandise records.
- Monitor staff's work performance, time keeping, general discipline and adherence to staff dress code.
- Assist with training and evaluating Front of House staff as necessary.
- Work closely with all relevant departments, including Technical Crew and Box Office, to ensure the venue and all events operate smoothly and efficiently, and in accordance with licensing authority regulations and UCH's Health & Safety Policy.
- Assist with monitoring Bar/Retail staff performance, and oversee cash handling as necessary, ensuring tight procedures are met.

Patrons and Promoters

- Ensure the safety of all patrons, staff, visitors etc. through the proper implementation and enforcement of emergency procedures.
- Regular interaction with patrons and promoters to ensure the highest standard of customer service is maintained.
- Encourage and act upon customer comments and complaints to improve the venue's customer care philosophy.
- Inform promoters of house policies with regards to Health & Safety and Merchandising.
- Ensure IMRO forms are completed.
- Prepare show reports for all events.

Cleaning

- Ensure all areas of the building are safe, clean and fully prepared for every performance, and remain clean and tidy throughout each event.
- Ensure there are adequate cleaning supplies for upcoming performances and advise management when any supplies need to be replenished.

Health & Safety

- Overseeing full compliance with Health & Safety regulations during events.
- Ensure all Front of House staff are familiar with the venue's fire evacuation procedures.
- Report any issues in Front of House through the relevant incident report procedures.
- Liaise with Patrons who have been involved in any incidents and/or promoters if a safety issue has been breached/compromised.

All other reasonable duties as may be deemed necessary by University Concert Hall Management.

Qualifications and Experience

Requirement	Essential/Desirable
– Excellent communication and interpersonal skills, with experience of dealing with customers. Exceptional customer service is a top priority in UCH.	Essential
– Previous experience in a supervisory and bar management position.	Essential
– Excellent organisational skills, attention to detail, and ability to prioritise duties in a very busy environment.	Essential
– Strong leadership qualities, and ability to be proactive and work on own initiative but must also be able to work effectively within a team.	Essential
– Ability to recognise and quickly resolve potential problems	Essential
– Flexibility to deal with a wide variety of events with differing requirements.	Essential
– Ability to be confident and positive when dealing with challenging situations, and to remain calm under pressure.	Essential
– Willingness to work irregular and varying hours.	Essential
– Previous experience of working in an arts or hospitality venue.	Desirable
– Interest in and knowledge of music, theatre and/or other arts.	Desirable

This position is subject to Garda Vetting and Foreign Police Clearance. If you have resided in countries outside of the Republic of Ireland and Northern Ireland for a cumulative period of 36 months or more since the age of eighteen, it will be mandatory for you to furnish Foreign Police Clearance Certificates from those countries, stating that you have no convictions recorded against you while residing there. You will need to provide a separate Police Clearance Certificate for each country you have resided in. Please note; any costs incurred in this process will be borne by the candidate.

Applicants are invited to send a CV and cover letter setting out their suitability for this position to:

Miceal McNamara, University Concert Hall, University of Limerick.

Please highlight that the position you would like to apply for is that of
Front of House and Bar Supervisor

Tel: 061 213304 E-Mail: miceal.mcnamara@uch.ie

Recruitment will remain open until the position is filled

University Concert Hall is an equal opportunities employer.