

MARLOWE THEATRE

Job Description

POST DETAILS

Organisation	The Marlowe Trust
Job title	Front of House Supervisor
Reports to	Front of House Manager
Grade	M

JOB PURPOSE

To deliver an excellent customer experience for visitors of the Marlowe Trust.

PRINCIPAL ACCOUNTABILITIES

1. To train and supervise the Front of House Assistants in the bar, café, restaurant and ushering service, ensuring they are operating in a customer and safety focused way to deliver the business and customer service objectives of the Marlowe Theatre.
2. To ensure the Front of House Assistants on shift are operating in a commercial way to achieve value for money and optimise financial return.
3. To support the Front of House Duty Managers in monitoring and managing the on-shift wellbeing, performance and sickness absence of Front of House Assistants.
4. To ensure that the Front of House areas meet the agreed brand identity, and that daily and weekly tasks are completed to a high standard, so that we are always delivering an excellent visitor experience.
5. To respond to visitor inquiries or complaints in a timely manner, escalating where appropriate, to ensure high levels of customer service.
6. To work collaboratively with the other departments within the theatre, to deliver an excellent theatre operation.
7. To thoroughly understand and play an active role in the Marlowe Theatre operational fire and security plans.
8. To drive your own career and skills development, making the most of the opportunities available to you.
9. To ensure that you, the Front of House team and contractors work in a safe and legal way to comply with regulatory and legislative requirements.
10. To live and represent the Marlowe Theatre's values.

REQUIRED ATTRIBUTES

Required Qualities	We actively seek to represent the diversity of our society. Our Values SUPPORTIVE & COLLABORATIVE Working together with kindness, compassion and mutual understanding. AUTHENTIC & INCLUSIVE Diversity is our strength and we thrive through truth and connection. CREATIVE & AMBITIOUS We embrace opportunity with imagination and purpose. To live our values, our Front of House Supervisor should be: • Friendly and customer-focused with great interpersonal skills • An organised and efficient team player with a positive approach to problem solving • Resilient with good Health and Safety ethos, and able to work consistently to a high standard in a fast-paced environment
Knowledge	• Good knowledge of principles of customer service • Some knowledge of the theatre or hospitality industry • Some knowledge of relevant legislation and regulations in particular premises licensing and allergen awareness.
Skills	• Good customer service and customer management skills • Good level of commercial selling skills. • Good level of written and verbal communication skills. • Basic level of people management skills. • Basic level of IT skills.
Experience	• Relevant experience within the catering or theatre industry, including stock management and cash handling • Previous experience supervising or leading a team within a customer facing environment desirable
Qualifications	The following qualifications can all be provided by the Marlowe Theatre: • Level 2 Food Safety and Food Allergy Awareness Course • Working in a licensed premise • First Aid At Work (3 day course) We value education and GCSEs in Maths and English at Grade 4 or above are desirable for this role. We will, however, consider applications from suitably skilled and experienced candidates without qualifications.

JOB DIMENSIONS	
Annual budgetary amounts	
Number of staff reporting to the job holder	Daily supervision of Front of House Assistants, supporting the Front of House management with training and performance management of the assistants.
Any other relevant statistics/information	Must be well presented and willing to work evenings and weekends

WORKING ENVIRONMENT

The Marlowe Theatre is open to flexible working so talk to us about how you think you can best deliver this job and about your flexible working needs.

The Marlowe Theatre's performances happen mainly in the evenings and at the weekends. In order to deliver the best service to our customers, all our posts, whether frontline, strategic, planning or support roles, require some evening and weekend work.

This is a customer facing role, mostly indoors but can also be outdoors in UK seasonal weather. A uniform and PPE must be worn. Some parts of the workplace involve working in low light, photo sensitive light, noise, and large gatherings of customers and the public.

ORGANISATION CHART

See Attached

April 2026

