

The **acc** Liverpool Group

# THE ACC LIVERPOOL GROUP

## Job Description & Role Profile



Operations and FM

# Front of House Manager

**REPORTS TO: Assistant Head of Events**

**DIRECT REPORTS: N/A**

## JOB PURPOSE

To be the lead manager covering assigned events across the campus to ensure that all visitors experience the best customer service possible whilst feeling safe and secure.

## MAIN DUTIES AND RESPONSIBILITIES

- Undertake event related front of house role during assigned events which will include but not be limited to the following:
  - Liaising with the stewarding provider to sanction any ejections from the venue.
  - To lead on the coordination of venue evacuations with the security team ensuring the safety of public and all staff in the process.
  - To deal with any escalations or complaints made by the public and apply the appropriate corrective measures and actions to ensure resolution is sought on the day.
  - Act as an ambassador for all customer service-related issues and provide the public/customers/visitors with a positive and customer focused impression of The ACC Liverpool Group.
  - Oversee the HALO software on events to ensure that all pre-door checks have been completed and that all parties have signed off all compliance checks deeming it safe to go to doors.
  - To coordinate communication to Senior Escalation Manager on event nights seeking assistance and guidance on decisions affecting public safety that require Senior input.

- Monitor the front of house during the event to improve standards across the campus by undertaking regular standard checks and audit delivery teams across the event open period.
  - Support relevant managers to ensure on the day of the event that all service partner staffing levels are as agreed and address any staffing concerns prior to event opening.
  - To work with event managers, proposing the suitable steward template and seek sign off before submission to stewarding provider and liaise with provider to ensure full and quality fulfilment rate for the event.
  - Develop and manage the standard deployment templates for stewarding provision for the Entertainment and Sports sector to ensure that all delivery considerations have been captured.
  - Oversee the customer journey plan in line with pre-agreed frameworks, including reviewing the number of search lanes, layout of queuing strategy, location of concessions open, number of toilets open, egress plans, to ensure safety is paramount and will lead to a successful event delivery.
  - Fulfil the role of Bronze on major events where a command structure is put in place.
  - To fulfil the dual role of Event Manager and Front of House Manager role on events that are deemed appropriate.
  - Attend and participate in relevant event related meetings and forums relating to the planning and preparation for events.
  - Participate in the review of all customer/delegate feedback reports to implement/ action, as appropriate relevant improvements to the service delivery.
  - Manage the production and dissemination of all service delivery pre and post event communications to ensure compliance.
  - Attend and participate in relevant event related meetings and briefings relating to the event being covered.
  - Manage relevant investigations of any health and safety accidents or near misses from members of the public/audience reported during event to ensure all documentation is completed accurately.
  - Communicate to Assistant Head of Events important issues relating to their shift including incidents, improvements, learnings, challenges, or concerns with the purpose of providing opportunities for continuous improvement of service delivery.
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## GENERAL

- To contribute to the success of our One Team culture to deliver our aims and objectives, maintaining a flexible and positive attitude.
- To adhere to The ACC Liverpool Group's Health and Safety policies and procedures and to observe a duty of care to all visitors, staff, and contractors to ACC Liverpool.
- To undertake any other duty commensurate with this post as determined by your manager.
- This job description is not intended to be either prescriptive or exhaustive; it is issued as a framework to outline the main areas of responsibility at the time of writing.
- It is inevitable over time that the emphasis of this job will change, therefore this information will be periodically reviewed, revised and updated involving the post holder.

## ROLE PROFILE

ATTRIBUTES	DESCRIPTION	ESSENTIAL/ DESIRABLE	HOW MEASURED
<b>TRAINING &amp; QUALIFICATIONS</b>	Advanced first aid - Essential Level 4 in spectator safety - Desirable IOSH managing safely - Essential		I A
<b>EXPERIENCE</b>	Demonstrable experience in a similar role - Essential Demonstrable experience of managing / coordinating multiple service deliveries to deliver a combined goal - Essential		I A
<b>SKILLS &amp; KNOWLEDGE</b>	Understanding sector and event delivery - Essential Detailed understanding of Health and Safety/CDM legislation within the conference/entertainment industry - Essential Developed problem solving ability - Essential Ability to take decisive action in tense circumstances - Essential Ability to undertake proactive planning inclusive of scenario setting - Essential		I A
<b>KEY ATTRIBUTES</b>	Emotional intelligence - Essential Pragmatic - Essential Resilience - Essential Internal/external stakeholder management - Essential Confidence - Essential Good verbal and written communication - Essential Conflict resolution - Essential Innovation and creative - Essential		I A

**Key for How Measured:**

I - Interview

P - Presentation

A - Application

E - Exercise

T - Test

AC - Assessment Centre

CS - Case Study

Signed by Employee:

Date:

Signed by Line Manager

Date