

BROADWAY

Job Description

Job title:	Venue Supervisor
Reporting to:	Venue Manager
Staff responsible for:	Customer Service Assistants, Box Office Assistants, and Ushers
Hours worked:	40 hours per week on a rota basis Flexibility required in supporting special events and operational needs.
Annual Salary:	£22,879
Date issued:	December 2023

As one of our team of Venue Supervisors, you will be in a highly visible, customer-facing role responsible for ensuring a welcoming and inclusive experience for all of our customers, clients and guests. You will work across the whole venue, often in the absence of your line manager, to ensure Broadway achieves its business and customer service objectives.

This role is a key part of the Venue team and you will be expected to play a proactive and dynamic role alongside your colleagues to ensure that Broadway maintains its reputation as one of the UK's leading independent cinemas and creative hubs.

Functional responsibility:

To assist the Venue Manager in ensuring a first class customer experience at Broadway at all times.

To ensure that the Box Office is a welcoming, inclusive and informative hub for all films and events in the venue, while also selling tickets and other products.

To take leadership of shifts through supporting and supervising the Ushering team as an active floor presence throughout the venue and use effective management of the resources under your control.

Duties & Measures	Job objectives and outcomes
Duty 1 Measures	Ensure the customer experience at Broadway is of a high level at all times <ul style="list-style-type: none">• Encourage and maintain a culture of inclusion, excellent customer care and proactive customer service• Lead by example, demonstrating detailed knowledge of the full range of products and services available at Broadway• Be aware of the importance of the 'customer journey' throughout the venue, undertake walkarounds of all customer-accessible areas to spot

	<p>areas of improvement and action them</p> <ul style="list-style-type: none"> • Ensure that you adhere to Broadway's customer service standards for the sale of tickets, handling of telephone calls and dealing with all enquiries to the venue. Assist in the maintenance and improvement of these standards • Ensure that any customer concerns are promptly and effectively dealt with. Provide a regular update to the Venue Manager on all complaints and compliments and any actions taken. Administer the company info@broadway e-mail account regularly • Ensure that the customer experience for special and private events is to the high standards required by Broadway, liaise across departments where required and provide any other additional support to the client as necessary, e.g. photocopying • Ensure all visitors, telephone calls, e-mails, post and deliveries reach correct Broadway staff and tenants
<p>Duty 2</p> <p>Measures</p>	<p>Ensure the Box Office fulfils its role as a positive, efficient and informed hub for all films and events in the venue</p> <ul style="list-style-type: none"> • Ensure that the security of the building is maintained whilst on shift, ensuring all visitors are met by tenants or staff member. You must ensure that the building is open at the required time, and assist the Bar Supervisors with the nightly lock-up and building check • Ensure you have up to date information provided by the Operational Management Team, including all essential film, events, sales and promotions • To be fully aware of the Marketing team's planned promotional activity in the lobby, including appearance, method of promotion, materials and message • Maximise customer awareness of forthcoming events and films. Specifically the ordering and effective displaying of the monthly programmed film posters & display standees. Ensure key events are given maximum exposure in the poster boxes throughout the building • Promote Broadway's enhanced products (membership, vouchers, menu promotions, etc) and highlight benefits to customers where relevant • Act as a central contact point for all visitors, tenants, staff and clients of Broadway • To assist the Venue Manager and Events Co-ordinator with meeting and greeting events organisers • Assist in general administrative support for Broadway when your capacity allows it • To delegate or hand over suitable duties to other colleagues when required • To have a willingness to learn and develop in the role, keeping abreast of the industry and relevant product knowledge • Attend monthly programming meeting and give departmental feedback to other non-attending Venue Supervisors and ushers where necessary • Proactively build and maintain excellent working relationships with all tenants, staff and clients of Broadway. Act as the main point of contact for their queries • Answer all telephone calls, promptly and politely, and act on any request or transfer the call as appropriate

	<ul style="list-style-type: none"> • Maintain an awareness of the website content; its implications for the customer or the day to day operation of the cinema. Liaise with the Venue Manager and marketing team regarding any uncertainty, queries or new messages • Responsibility for lost property, ensuring all items are logged effectively, returned where possible and communicated accurately on the daily report • Use your knowledge of Broadway's services to engage with the customer and inform them of other products and services available whilst processing their current purchase • Administer the Box Office answerphone. Ensure all messages are promptly responded to, and accurately record the following day's telephone message at the end of the evening shift <p>When required complete the daily shift report with all information that may be important to other departments. Ensure that any comments are an objective, constructive view and provide a sense of the shift's performance for the Senior Management Team</p>
Duty 3 Measures	Supervision of Venue Team <ul style="list-style-type: none"> • Supervise Ushering team and any Customer Service Assistants/Box Office Assistants who may be working on Box Office. Ensure they are informed, positive and motivated, are fully aware of their responsibilities and duties, and demonstrating the required customer focus • Communicate with ushering team throughout their shifts, highlighting potential issues and giving direction and support where necessary • Communicate daily with Bar & Kitchen Supervisors regarding operational demand. Co-operate, liaise with and support both teams to ensure the most effective deployment of CSA staff at times of peak demand • Support the Venue Manager in developing and maintaining a highly efficient and motivated venue team. When required, induct and train new members of the venue team in all tasks, customer service and product information • During shifts ensure that the Ushering team are correctly at their posts and relevant breaks are taken when required • Monitor the effectiveness of staff training and development, support the Venue team to incorporate learning into their day to day role and help identify further developmental and training needs for the team • To be the main point of contact for the Ushers, ensuring they are fully engaged with the Venue team, conducting regular supervisions and Usher team meetings and effectively communicating all team messages • Monitor the Usher rota. Ensure that events and films are accounted for, starting and finishing times are correct and that any problems are raised with the Venue Manager and/or General Manager in a timely manner • Ensure that any staffing changes (shift swaps & sickness) are authorised, relevant documents amended and communicated to the Venue Manager and/or General Manager • Ensure that the staff timesheets are accurately completed on a daily basis (making real time adjustments for sickness and holiday) and are prepared for the monthly payroll • Ensure that any matters of unsatisfactory behaviour or performance are dealt with on shift or elevated to Venue Manager

Duty 4 Measures	<p>Correctly sell products and tickets to films and events in the cinema screens, and to any other ticketed events promoted through Broadway</p> <ul style="list-style-type: none"> • Be responsible for the sale of tickets, ensuring correct concessionary rates are being issued • Handle box office transactions, membership sales, special event and ticket sales accurately and effectively • Keep up to date on changes in licensing regulations in relation to cinema exhibition and ensure BBFC certifications are adhered to • Be an expert in the POS system and card processing equipment. Hold sufficient knowledge to troubleshoot and update system. In the absence of the Venue Manager be the main point of contact for all third parties IT systems • Efficiently and effectively manage box office queues, maintain an awareness of queues and crowding in the lobby area and seek additional assistance if necessary • Positively respond to requests for assistance from customers e.g. disability access or those with young children • Reconcile your nominated till at the end of your shift and finalise all daily figures if required. Fully investigate any variances and report to the Venue Manager • Call in the daily sales and weekly attendance declarations to Rentrak
Duty 5 Measures	<p>Be an active floor presence and take responsibility for cleanliness, health and safety and licencing regulations</p> <ul style="list-style-type: none"> • Ensure a regular patrol of the venue is undertaken during operating hours to ensure customers and staff have a highly visible point of contact, and to enable you to liaise with the ushering team, monitor the venue, spot issues and problems and assign tasks to maintain cinema standards • Undertake regular health & safety walkarounds and deal with issues arising, either directly or in consultation with Tech team, Venue Manager and General Manager • Be responsible for the Health and Safety and cleanliness aspects of the public facing areas (including emergency evacuation) and taking appropriate actions, including using the correct reporting procedures • Ensure all incidents, trips, hazards occurring in public areas are dealt with and reported in accordance with Broadway's safety policies • Administer First Aid when necessary. Willingness to be trained as First Aider if not already • Complete regular training on the use of the Fire and Security Alarm panels, and respond to any alarms as required • Be the main point of contact (fire marshal) in the instance of a building evacuation. Take responsibility for the safe, calm and efficient evacuation of the venue including all screens and toilets when necessary. Carry out roll-call at assembly point and liaise with emergency services where required • Be responsible for and ensure appropriate use of issued equipment to Ushers e.g. two way radios, ticket scanners and keys. Ensure all equipment is checked regularly, logged out on issue and returned in working condition at the end of shift

	<ul style="list-style-type: none"> • Issue and collection of all equipment to customers (e.g. Back supports, hearing loop headsets) and report faults when necessary. Check all have been safely returned and correctly stored at end of shift • Ensure any maintenance or cleanliness issues in public areas are dealt with appropriately on shift, or reported to the relevant personnel
Duty 6 Measures	Revenue & Cost Management <ul style="list-style-type: none"> • Responsibility for the issued floats and petty cash during your shift. • Ensure that monetary transactions of any kind are completed in the correct manner with regard to cash handling procedures • To ensure that any wastage for your shift, or damaged stock, is tracked throughout the shift • To ordering stock, under the guidance of the Venue Manager • Responsibility for stock control and rotation of concessions on the box office counter • To maintain the store room, fridges and freezers in accordance with Broadway standard, including daily temperature logging • To order and collect change for the venue safe when needed • Reconcile daily banking, ensuring all monies are accounted for. A weekly income summary must be prepared for finance and takings accurately prepared for security cash collection • Prepare monthly stock report on all concession lines • To ensure that for any petty cash issued a receipt is returned for reconciliation by the Venue Manager
Duty 7	General requirements <ul style="list-style-type: none"> • Must be flexible with working hours including evenings, weekends and bank holidays • Make a positive contribution in supporting Broadway's commitment to Equality & Diversity • Undertake any other tasks as deemed appropriate by the Venue Manager or other Managers and which reasonably fall within the responsibility level of this position