

**Job Title:** Front of House Manager

**Salary:** £13 per hour (£27.000 pro rata)

Contract: seasonal contract. Contract renewal will be considered.

**Location:** Timespan, Helmsdale

**Working Hours:** part-time, min of 16 hours per week guaranteed. Possibility of increasing hours. Working over weekends is required.

**To apply:** Please email your CV to [giulia@timespan.org.uk](mailto:giulia@timespan.org.uk) using the subject line: 'Front of House Manager'.

**Closing date:** 14th of July 5 pm

**Interviews:** from 17th of July

## **Job Overview**

The Front of House (FoH) Manager is responsible for overseeing all aspects of the front of house operations at Timespan. This includes managing FoH staff, ensuring excellent visitor experience, and maintaining the highest standards of customer service. The FoH Manager will also be responsible for scheduling, training, and day-to-day supervision of the FoH team, as well as coordinating with other departments to support the smooth running of the organisation.

## **About Us**

Timespan is a cultural organisation in Helmsdale (Scotland, UK) with local, global, and planetary ambitions to utilise culture for social change following principles of equality, emancipation, and inclusion. Timespan is a place for art, research, heritage, local history, future propositions and action. Comprising a local history museum, contemporary art programme, geology and herb gardens, shop, bakery and cafe, Timespan adopts a holistic and integrated approach to make art and heritage tools for global cultural and social change. The institution is committed to diagnosing and responding to urgent contemporary issues, which are rooted in the local context of remote, rural Scotland and to approach these from a multi-disciplinary perspective.

## **Key Responsibilities**

### 1. Staff Management:

- Supervise, train, and support Front of House Assistants.
- Develop and manage staff schedules to ensure adequate coverage.
- Conduct regular staff meetings and evaluations.
- Address and resolve any FoH staff issues or conflicts.
- Ensure that all staff are clear on their duties and responsibilities each day.
- Organise the rota across FoH staff to cover all shifts and operational hours.

### 2. Visitor Service:

- Ensure all visitors receive a warm welcome and high-quality service.
- Handle visitor enquiries, complaints, and feedback professionally and efficiently.
- Monitor and enhance the visitor experience, ensuring accessibility and inclusivity.

### 3. Daily Operations:

- Oversee FoH operations.
- Maintain cleanliness and organisation of the front of house areas.
- Ensure all equipment and facilities are in good working order.
- Ensure that there are always enough gift aid forms at the Front Desk.

### 4. Collaboration:

- Ensure smooth communication and collaboration between FoH and other staff.
- Participate in organisational planning and strategy meetings.

### 5. Administrative Duties:

- Maintain accurate records of staff schedules, visitor numbers, and sales.
- Find cover for shifts in case of staff sickness or absence.

## **Requirements**

### Experience:

- Previous experience in a similar role, preferably within a cultural or heritage organisation is desirable but not essential
- Track record of managing and supervising staff.

### Skills:

- Strong management skills.
- Excellent communication and interpersonal skills.
- Proficient in handling visitor enquiries and resolving complaints.
- Ability to work collaboratively.
- Good organisational and multitasking abilities.

## Knowledge:

- Understanding of health and safety regulations.
- Familiarity with front of house operations and procedures.
- Knowledge of accessibility and inclusivity best practices.

## Personal Skills:

- Friendly, approachable, and professional demeanor.
- Ability to remain calm under pressure.
- High level of reliability and responsibility.

## Other:

- Flexibility to work weekends and additional hours as required.
- Proficiency in using basic office software and scheduling tools.