

# WATERSHED

## Job Description

*"Watershed is a place like no other - I feel free to be my whole self at work. Every day I feel professionally supported, challenged and free to contribute to the culture of the organisation"*

Zahra Ash-Harper, Pervasive Media Studio Producer.

**Position:** FOH Duty Supervisor

**Grade:** 5

**Responsible to:** FOH Duty Managers, People & Culture Manager

**Responsible for:** FOH General Assistants and Security team whilst on shift

### **Purpose of Job**

During shifts the post holder will oversee front of house activities and support the smooth running of customer facing areas ensuring the highest level of customer experience is provided at all times.

### **Principal Responsibilities**

- Oversee all public facing areas of Watershed ensuring smooth operation and delivery of excellent customer experience.
- Support Box Office Supervisor by providing front desk cover and assisting with distribution of tickets to customers where required.
- Support events team in delivery of events and conferences.
- Working closely with the technical team and producers to ensure all events are started on time, and to the highest presentation quality.
- Supporting the cinema team by welcoming any guest speakers or partners for public facing events.
- Support the FOH team in managing audiences within the auditoria.
- Ensure effective communication via radio system.
- Work closely with Box Office team to ensure excellent customer experience and smooth operational delivery of all ticketed events.
- Maintain a safe, clean and welcoming environment at all times by monitoring the building and its facilities.
- In the absence of the facilities team, react to and report any maintenance issues that may arise on shift.
- Ensure security of premises whilst on duty, including opening and/or closing of building and all areas within it to protect property, personnel and the public.
- Act as fire warden managing the evacuation in the event of a fire alarm activation.
- Act as duty first aider alongside Café Bar Duty Manager

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### Key Performance Indicators

- Duty Management team are well supported by a responsive and flexible approach
- Excellent customer service with positive feedback from clients.
- Excellent communication within the team and with all other departments.
- Smooth running of departmental activity.
- Acts responsibly in an emergency.
- Acts in the interest of health and safety of customers and staff.

### Essential Criteria

- **Leadership Skills**
  - Proven experience leading teams in a busy, dynamic environment
- **Excellent Communication Skills**
  - An ability to communicate effectively with a variety of people
- **Confident and Assertive**
  - Demonstrable experience managing challenging situations
- **Teamwork**
  - Experience working collaboratively within a team to achieve a common goal
- **Customer Service Experience**
  - Proven experience in a customer focused environment

### Watershed Values

The Watershed brand is unique, trusted and respected and is driven by the following shared values which are clearly articulated. Ability to master and represent Watershed's Vision and Values is therefore important.

Watershed is:

<b>Inclusive</b>	We are people led. We listen to and engage with the broadest range of people.
<b>Open and Honest</b>	We provide a culture and environment that is trusting, trusted and trustworthy.
<b>Make Things Happen</b>	We approach opportunity and challenge creatively, collaboratively and with a can do attitude.
<b>Entrepreneurial</b>	We are inventive, try new ideas, experiment, learn and share.
<b>Celebratory</b>	We celebrate culture, creativity and wonder.

Watershed encourages applications from people of all backgrounds but particularly encourages applications from candidates from a BAME background as they are currently under-represented within our staff team.

### Additional information:

- The post-holder is expected to wear clothing appropriate to their post.
- The post-holder will be required to undertake such other comparable duties as may be required by the Head of Department'.

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- Watershed is open seven days a week, including Bank Holidays (Christmas Day and Boxing Day are the only exceptions). Watershed is a public building, which operates a diverse range of cultural and commercial activities. The post holder will need to be comfortable working in this environment.



Watershed is a Social Enterprise Mark holder. Social Enterprises are businesses whose products and services create both social and environmental benefits.