

# Front of House Manager

## Role Objectives:

To manage and coordinate all Front of House tasks including ticket and merchandise sales and accreditation collection.

## Duties and Responsibilities:

- Attend event planning meetings as part of the event management team.
- Appoint Front of House team with lead Events Officer and liaise on their requirements.
- Monitor the performance and welfare of the Front of House team throughout the event and take any necessary remedial action.
- Approve event documentation.
- Maintain professional welcome and provide effective communication for all athletes, coaches, spectators, sponsors and VIPs attending the event.
- Manage Front of House sales including tickets, programmes, start sheets, event footage and any other merchandise.
- Work with Print Distribution Manager to confirm number of start sheets required for sale. Amend accordingly throughout the week according to sales.
- Manage the accreditation collection process including dealing with replacement passes.
- To ensure adequate signage is in place for each Front of House activity.
- Liaise with Events Officer on float required for the event.
- Oversee the programming and operation of tills.
- Provide training to the Front of House team on cash handling procedures, till and credit card machine operation.
- Ensure all income is recorded correctly and any discrepancies documented in order to complete final reconciliations.
- Work with Events Officer to ensure cash is banked regularly and that the required amount of change is available.
- Deal with any queries effectively and escalate to other members of the management team as required.

## Person Specification:

Essential	Desirable
Effective communicator	Flexible approach to work
Polite, approachable and friendly	

Customer focussed	
Experience of cash handling	
Good administration skills	
Effective and prompt decision making in pressure situations	
Good leadership and interpersonal skills	
Ability to remain calm and composed when under pressure	
An eye for detail	
Effective problem solving skills in a competition environment	
Team player	

## Other:

This is a voluntary role. For national events, expenses as detailed in the Volunteer Handbook will be covered by Swim England. You will be provided with a Swim England polo top to wear during the event.