



JOB DESCRIPTION

Role / Title:	Team Leader
Reports to:	Front of House Manager
Supervises:	Ushers
Liaises with:	Key relationships – Visitor Experience teams, Security, Facilities, Retail, Catering Partners, IT, Digital, Health & Safety, Development & Advocacy and Stage Management. External bodies – visiting companies and event organisers

Overall Purpose of the Role:

- To be responsible for an area of activity and its allocated staff in the Royal Opera House, and occasionally in other venues or sites as required.
- Act as an assistant to the Duty Manager, when required, for smaller spaces.
- To personally deliver and ensure the team provides an excellent visitor experience.
- To supervise and lead a team of Ushers and volunteers for each shift ensuring the team are fully supported in their roles.
- The Team Leader plays a key role in ensuring all visitors are welcomed warmly into a safe, engaging, inclusive and theatrical environment.

Key Accountabilities:

The Team Leader supports the Front of House Manager for the main auditorium by leading a designated area of responsibility.

Team Leaders will also run events and performances in other areas, including the Linbury Theatre, Clore Studio, public spaces and other similar spaces and occasionally, offsite, reporting to the Front of House Manager who manages the whole operation.

The Team Leader will:

- Lead and inspire the Front of House team to deliver an excellent standard of customer service to all visitors and audiences whilst also ensuring their safety and security.
- Coordinate Front of House sales, being responsible for all reconciliation, stock management and distribution.
- Accurately record and report daily sales.
- Take ownership for all visitors' comfort and enjoyment of their visit, resolving any issues promptly.
- Ensure they are up to date with the RBO's latest policies and procedures and that this knowledge is cascaded down to the teams.
- Ensure all safety and standards checks are completed and recorded before allowing access to visitors.
- When on duty, lead the RBO emergency procedures for a designated area, under the supervision of the Front of House Manager.
- Coordinate resources to ensure an efficient and proactive approach.
- Provide support, guidance and on-going training to the team, ensuring they are confident in their role and with their responsibilities.
- Be familiar with the varying needs of disabled visitors and those with other access or visit requirements, providing reasonable assistance and ensuring their experience is as inclusive as possible.
- Act as a first aid responder for any first aid incidents.
- Ensure all public areas are presented at their best and report/escalate any issues to relevant teams promptly.
- Awareness of Royal Opera House premises license and Westminster City Council Rules of Management.
- Engage and utilise RBO systems, including but not limited to ticketing and CRM, planning and HR and scheduling systems as well as in house administration systems. Using these systems to check data, assist the usher team and Duty Managers and maintain VE and RBO practices.
- Work closely with other Visitor Experience colleagues, most notably the Box Office where there may be a crossover of duties.
- Log and communicate any problems, feedback and recommendations.
- Actively promote the value of diversity in all work; uphold the RBO values and behaviours: Treat each other with Respect - Be Open - Value the Highest Standards.

Team Supervision

- To lead by example and ensure the team feel supported.
- Assist with recruitment and delivering training programmes to the Visitor Experience teams.
- Contribute to the performance management programmes to be carried out by Front of House Managers in-line with the HR processes to ensure the whole team continually improves and develops.
- Ensure the Usher team are well presented and performing well, resolving any issues supportively.
- Support the Ushers with resolving any customer issues and taking ownership of problems to ensure they are resolved quickly and to the customer's satisfaction.

- Engage the team with updates and information to the team, communicating efficiently and regularly.

Other

- Carry out any reasonable request as required by the Front of House Management team.
- Uniform should be worn as detailed in the FOH dress code.
- As a Visitor Experience team member you may be required to work in other Visitor Experience areas subject to availability and necessary training.
- Provide administration support, as required, to ensure the smooth running of the department.
- Attend meetings and training sessions, as required.
- Required to work evenings and weekends, including Sundays, when rostered.
- Attend first aid courses and refreshers, as and when required. Act as a first aid responder when needed.

Note: *This Job Description reflects the current situation. It does not preclude change or development that might be required in the future.*

PERSON SPECIFICATION

Minimum Skills, Knowledge and Experience

- Previous experience of managing or supervising a customer service team, in a similar environment, with a proven ability to inspire and motivate. (Relevant work experiences with transferable skills will be considered)
- Proven experience of delivering an inclusive, excellent and adaptable customer service to colleagues and visitors.
- Excellent communication skills, written and verbal, with the ability to clearly communicate with people at all levels, such as staff briefings.
- Excellent numeracy, stock management, reconciliation and cash handling skills.
- Excellent problem-solving skills resulting in a positive outcome.
- Proven administration skills including the use of Microsoft Office (specifically Excel).

Other Essential Skills, Knowledge and Experience

- Ability to use technology such as point-of-sale software and ticket scanners and a willingness to learn new technologies as these are implemented.
- Strong organisational and administrative skills and a proactive approach.
- Ability to work calmly under pressure.

Desirable Essential Skills, Knowledge and Experience

- Experience of working with CRM and planning and scheduling software.
- Experience in delivering training.
- An interest in performing arts, specifically Ballet and Opera and a willingness to learn.

