

LANDMARK ARTS CENTRE

Front of House Supervisor

JOB DESCRIPTION & PERSON SPECIFICATION

Hours	2.5 days per week – working pattern to be discussed
Salary	£14,430 per annum (£28,860 FTE)
Reports to	General Manager
Location	Landmark Arts Centre, Teddington
Contract	Permanent

Responsible for: Casual Front of House Team; Volunteer Coordinator

About the Landmark

The Landmark Arts Centre is an independent arts centre and registered charity at the heart of Teddington. For over 30 years, the Landmark has brought people together through live performance, visual arts, creative learning, festivals and community activity, all within our distinctive Grade II* listed building.

We are a small team with big ambitions: to present high-quality work, champion creativity, welcome our community and create experiences that surprise and inspire.

About the role

The Front of House Supervisor will organise and support our Front of House operation, ensuring casual staff and volunteers have the information, training and resources they need to provide consistently excellent experiences.

The role will oversee the practical organisation of our visitor-facing areas, including the box office, bar and café, while maintaining high standards of customer service, licensing and safety. This is primarily an organisational and supervisory role. The postholder is not expected to personally cover every event.

Key Responsibilities

- Coordinate and support the casual Front of House team and prepare and manage staff rotas for events and activities.
- Recruit, induct and train casual Front of House staff and provide ongoing support covering customer service, venue procedures and emergency arrangements.
- Train new staff in the Landmark's box office and ticketing systems.
- Ensure event teams receive appropriate briefings and maintain Front of House procedures and guidance.
- Promote consistently high standards of customer service, accessibility and visitor experience.
- Work closely with the Volunteer Coordinator to ensure volunteers are appropriately trained, briefed and supported.
- Provide practical bar training for volunteers as required, including till operation, service standards, age verification and responsible alcohol service.
- Oversee day-to-day organisation of bar and café including ordering and stock control with an emphasis on local independent suppliers.

- Support the General Manager in ensuring Front of House operations comply with the Landmark's premises licence.
- Ensure staff and volunteers understand alcohol licensing requirements and age-verification procedures.
- Ensure incidents, accidents and significant customer issues are recorded and escalated.
- Work closely with the Facilities Coordinator on building and safety matters and ensure staff understand emergency and evacuation procedures.
- Identify opportunities to continually improve visitor experience across the Landmark.
- Undertake separately paid Duty Manager shifts for selected Landmark events as agreed, supporting the wider Duty Manager rota.

Essential

- Excellent customer-service and interpersonal skills.
- Strong organisational skills and confidence preparing staff rotas.
- Ability to lead, support and motivate a casual team and deal calmly with customer issues.
- Comfortable working with stock, ordering and basic financial information.
- Understanding of licensing, Health & Safety and venue procedures.
- Good IT skills and confidence learning ticketing systems.
- Availability to work occasional evenings and weekends to support and observe Front of House teams during events.
- A collaborative, flexible and practical approach.

Desirable

- Front of House, hospitality, theatre, arts venue or events experience.
- Experience supervising casual staff or bar/café operations.
- Box-office or ticketing-system experience.
- Knowledge of alcohol licensing requirements; Personal Licence or willingness to undertake training.
- Experience of, or willingness to undertake, Duty Manager shifts for selected events.

Working as part of the Landmark team

The Landmark is a small, collaborative team and everyone – including the General Manager – contributes to the day-to-day running of the Centre. While each role has its own areas of responsibility, we're looking for people who are happy to muck in when needed.

That might mean welcoming visitors, answering a customer enquiry, booking a ticket, helping prepare a space, accepting a delivery or emptying the dishwasher. Providing a great experience for everyone who uses the Landmark is a shared responsibility.

How to apply

Please send your CV and a covering letter explaining your interest in the role and how your experience meets the requirements to recruitment@landmarkartscentre.org.

Closing date: 17 August 2026

Equality, diversity & inclusion

The Landmark Arts Centre is committed to equality, diversity and inclusion. We welcome applications from people of all backgrounds and will make reasonable adjustments throughout the recruitment process and in the workplace where required.