

STORYHOUSE

so
incredible.

Front of House
Supervisor
Recruitment
Pack



Antigone, 2021, Mark
McNulty



Storyhouse, 2017, Becci Lane

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Welcome from the CEO

Storyhouse is one of the UK's foremost cultural charities; its home in Chester incorporates a library, theatres, and a cinema. It is also an acclaimed theatre producer and runs the country's most successful regional open-air theatre in the city's Grosvenor Park, as well as the innovative Moonlight Flicks open-air cinema each year.

Storyhouse plays an important part of cultural life in Chester and continues to be a beacon of inspiration for many other cities and towns for the role it has played in social and economic regeneration, its successful and unique integration of world-class theatre, cinema, and library facilities, as well as its bold, exciting, diverse, and award-winning programming.

It is also a great place to work. We offer a flexible and supportive working environment, value experience as well as skills and qualifications, and work to ensure everyone in the organisation is aware of our equality and diversity commitments. We want to support all staff to fulfil their potential and enjoy a happy and healthy workplace.

We hope you decide to join us,

Annabel





Our Story

You can find a bit about who we are on our [website](#), discover more about our innovative home and how it came to be in [this case study](#) by Arts Council England, or read about our renowned library in this [blog](#) by the DCMS's library team.

Above all, Storyhouse is a creative community. As a diverse cultural organisation, our home is one of the country's most successful cultural buildings housing a cinema, theatres and a library. Last year we welcomed 735,000 people through our doors. We are both a community hub and combined arts producer.

Our library attracts international recognition, known for its seamless integration, and boasts the longest opening hours of any UK public library.

In 2022, we supported 5,465 young people to connect and create, ran 200 free rhyme-time sessions, created 499 magical performances indoors and outdoors, sold 101,461 theatre tickets and hosted a total of 1,031 cinema screenings.

Visits are roughly split into thirds between event attendances, library users, and wider participation. We enjoyed the support of over 14k volunteer hours and 1,328 different individuals were involved in making and supporting our work.

Grosvenor Park Open Air Theatre, which we founded in 2010, is the UK's largest regional open-air theatre, welcoming over 25,000 every summer.



This House is Your House

We've become a vital part of the region's cultural landscape and a place of safety and support for the community - especially for young people, giving them a space where they can reimagine their place in the world.

Over 40 community groups use us as a base for creative activity each month, including LGBTQIA+ and disability groups, refugee integration activities, mental health support sessions, and groups combatting social exclusion by age.

We work extensively with young people and provide a range of different programmes, from youth theatre and our young company, to young leaders, young programmers, and our many schools and education programmes. Throughout our work we collaborate with local partners throughout to ensure we are reaching the people that would usually have the least opportunity to participate.

Across everything we do, we work to give people the power to build their own creative communities through inspiring stories and shared creative experiences: [this house is your house](#).

As we blend theatre, library, restaurant and cinema services, we share inspiring stories and stage creative events which empower people to nurture their creativity and bring together communities. Through our work, we hope to build a more connected, inclusive and creative community network.

The more open we are to the true and rich diversity of our communities, the more vividly we fulfil our purpose. More engagement from more of our communities will make more of Storyhouse.

We are committed to creating a team which is representative of our communities and to bringing together those with a variety of skills and experiences to help shape what we do and how we work.



A Midsummer Night's Dream, 2023, Mark McNulty

Our Strategy...

Storyhouse is about to enter an exciting new phase in our evolution as we look to develop our programmes, based on a new strategic plan, to deliver world class arts and meet community needs.

Our Vision:

Here at Storyhouse, culture is owned by everyone.

Our Mission:

We work every day to be a creative home for our communities.

Our Values:

LISTEN CLOSELY.

True empathy takes effort. So we work hard to understand different points of view.

LOOK AROUND.

Opportunities can be spotted by anyone, anywhere, at anytime. So we always have our eyes, ears and minds wide open.

SPEAK UP.

Not everyone's stories have been told. So we use our voices to amplify those that haven't been heard.

STAND UP.

Debate and discussion make things better for us all. So we don't shy away from a challenge.

REACH OUT.

Diverse perspectives solve the hardest problems and make the best decisions. So we seek them out, and invite them in.



A Midsummer Night's Dream, 2023,
Mark McNulty



Our Resources

Storyhouse is a medium-sized charity with approximately 140 staff and a gross revenue of over £6 million per year. The charity is financially stable, with a number of steady revenue streams, including a 20-year lease and contract for services with the local authority (Cheshire West and Chester) and NPO funding from Arts Council England for 2023 to 2026. Revenue from commercial activities is also essential to the charity's financial stability, and over 57% of its revenue is earned.

Storyhouse runs two wholly owned commercial trading subsidiaries: Storyhouse Production Company Limited - creating and staging Storyhouse Originals theatre productions - and Storyhouse Catering Company Limited - providing a range of catering, retail, cinema, receiving theatre and commercial services.

Despite our financial stability, like all other charities our resources are being eroded by rising costs caused by inflation and higher energy prices, and as a result of the continued cost of living crisis, demand for free-to-access services (such as warm spaces) is increasing.

Our Building

The original parts of Storyhouse were constructed as an art deco Odeon cinema in 1936, and have been restored, extended and renovated into a library, two state of the art theatres, a cinema, restaurant, and two bars.

The larger theatre is an 800-seat proscenium arch stage. With state-of-the-art facilities, its auditorium spreads across three tiers: stalls, circle and gallery. This same theatre converts into a 500-seat thrust stage (with the audience wrapping around three sides of the stage). In this format, the auditorium spreads across two tiers, with intimate seating putting the audience right in amongst the action.

On top of the building sits the Garret Theatre and Bar. This 150-seat black-box theatre is a flexible, fully-equipped performance, rehearsal, or workshop space. It is designed to be full of work made by local creative companies, individuals, and community groups, as well as a space we hire to companies and individuals.

The 100-seat boutique cinema is designed to honour the original Odeon's history as a cinema in 1936. With red velvet, soft, sunken seating, it is a beautiful event space.

The library spreads right through the building, with a dedicated family-friendly area (with wet play, storytelling room, and arts and crafts) in The Den and extensive book-stocks covering the walls throughout Storyhouse offering opportunities for studying, learning, and research.



The Role

As the Front of House Supervisor, you will take charge of shifts at Grosvenor Park Open Air Theatre, working closely with the Operations Managers to uphold high standards of service throughout the park. Your role will involve overseeing audience management and supervising Service Assistants, Volunteers, and Security Stewards to ensure a seamless experience for our customers, both in terms of food and beverage offerings and the overall Front of House operations.

With over 180 events scheduled, this summer promises to be our busiest and most exciting yet. Please note, events run from 10am until 11pm, so flexibility is essential, and late-night or weekend shifts are to be expected. All applicants must be available to work evenings and weekends.



Role and Responsibilities

You will

- Lead and supervise shifts, ensuring all staff, including Service Assistants, Volunteers, and Security Stewards, are working efficiently and to company standards.
- Delegate tasks to staff and ensure they are clear about their responsibilities during each shift.
- Motivate and support the team to meet performance targets and deliver high-quality service.
- Ensure an exceptional level of customer service is provided at all times, greeting customers and assisting with any inquiries.
- Handle customer complaints or issues promptly and professionally, ensuring resolutions align with company policy.
- Ensure all public areas are presented to a high standard, including cleanliness, safety, and customer comfort.
- Monitor customer flow, directing attendees to relevant areas or services, and managing any operational issues during events.
- Ensure compliance with health and safety policies and emergency procedures, including overseeing customer safety during adverse weather or emergency situations.
- Ensure all areas are set up and ready for timely event openings, with all equipment and services in place.
- Assist with event setup and takedown, ensuring all equipment, seating, and other elements are properly prepared.
- Ensure that technical or operational issues are addressed swiftly and professionally to avoid delays.

Role and Responsibilities (continued)

- Drive sales for food and beverage services, encouraging customers to purchase and upsell where possible.
- Supervise staff to meet and exceed sales targets, offering guidance and support where needed.
- Monitor stock levels and ensure that necessary supplies are ordered and replenished.
- Foster a collaborative working environment by maintaining open lines of communication with all team members, volunteers, and management.
- Report to Operations Manager with updates on shift performance, customer feedback, and any operational issues.
- Ensure all staff are well-informed about event specifics, policies, and operational procedures.
- Be prepared for all weather eventualities, ensuring customers are comfortable and safe, especially during adverse conditions.
- Complete daily reports on shift activities, customer feedback, incidents, and any safety or operational issues.
- Maintain accurate records of accidents or incidents and assist with accident reporting procedures when required.
- Provide feedback on staff performance, operational challenges, and customer service insights.
- Support the ongoing training and development of team members, ensuring they are well-versed in customer service, safety protocols, and operational procedures.
- Act as a role model for staff, demonstrating professionalism, strong leadership, and a commitment to the organization's values.
- Work with the team to ensure all events start on time and all staff are ready for their shifts.

Skills & Experience

Previous experience in a similar role, either in hospitality or customer service is desirable.

Experience in working in a busy environment.

Experience in dealing with customer complaints, and resolving incidents.

Experience of supervising a large and dynamic team

Proven experience driving sales, ideally in food and beverage or other retail operations, with a focus on achieving targets and upselling.

Strong ability to lead and motivate a team, ensuring smooth operations and high morale.

Clear and effective communication, both written and verbal, for liaising with staff, management, and customers.

Ability to handle complaints and resolve issues professionally, maintaining customer satisfaction.

Ability to think quickly and resolve issues as they arise, especially under pressure during events or adverse weather conditions.

Opportunity and Staff Benefits

Title: Front of House supervisor

Reports to: Storyhouse in the park Operations Manager

Salary: £13.21

Contract: Fixed term contract for 10 weeks

30 days annual leave per year, including bank holidays, increasing annually up to a maximum of 3 extra days

Birthday leave

A defined contribution pension scheme or a People's Pension scheme

Employee Assistance Programme, including Medicash

Cycle to Work and Travel to Work schemes

Hybrid working practices and flexible working requests available from day one

Discounted gym membership schemes

Complimentary tickets and discounts on food and drink

Company sick pay after qualifying service

Application Process

Applicants are asked to submit a cover letter expressing interest in the role and a CV demonstrating relevant experience online at:
www.storyhouse.com/jobs/

Applications should be submitted on or before 23rd May 2025 . We will review applications and interview suitable applicants as they are received. Interviews will take place from 9th June 2025 with a start date of 24th June.

For an informal discussion about the role or support in the application process, please contact our Head of People, Emma Hutt, at peopleteam@storyhouse.com.

No agencies please.



Faustus That Damned Woman, 2023,
Mark McNulty



Dr Jekyll and Mr Hyde, 2019, Mark McNulty

GDPR

Personal Data Notice

According to GDPR guidelines, we are only able to process your Sensitive Personal Data (racial or ethnic origin, political opinions, religious or philosophical beliefs, trade union membership, genetic data, biometric data, health, sex life, or sexual orientation) with your express consent.

The equal opportunities monitoring online form will not be shared with anyone involved in assessing your application. Please complete as part of the application process.

STORYHOUSE