

DRAÍOCHT- JOIN OUR TEAM

Role:	FRONT OF HOUSE MANAGER
Location:	Draíocht, Dublin 15
Reports To:	Executive Director
Line Manager To:	Box Office Co-ordinator Part time Front of House Team
Contract:	3 years after probationary period of 6 months

ABOUT DRAÍOCHT

Opening in 2001, Draíocht, a multi disciplinary arts centre, has two theatre spaces, two galleries, an artist's studio, a workshop space and a cafe. Our multi disciplinary programme presents work from the local, national and international spheres. A mix of local, commercial and arts programming facilitates our audiences engage in a wide reaching and varied programme. We have a deep commitment to access to our programme and facilities, underpinned by our belief in the transformative power of the arts. We work closely with artists to deliver high quality engagement programmes for all ages and have a particular commitment to children and young people. Draíocht is the only Multi disciplinary Arts Centre in Ireland that has a dedicated Children/Youth Arts Officer.

Draíocht has always placed its audience at the heart of its' vision providing a programme that is one part invitation to one part challenge. Draíocht is synonymous with high quality performance, exhibition and participatory programmes that aim to engage, stretch and challenge our audiences and participants. It gives people of all ages the opportunity to be audience, maker and participant and facilitates the relationship between artists and the public.

And there, the magic happens.

Our Programme comprises the following elements:

- Performance Programme
- Gallery/Visual Arts Programme
- Children/Youth Arts Programme
- Collaborative Projects
- Artist Residencies
- Artist's Supports and Artform development delivered through a range of Partnerships

FRONT OF HOUSE MANAGER ROLE

The Front of House Manager will be responsible for ensuring the smooth running of all Front of House activities, including Draíocht's Bar, in a professional and effective manner. They work closely with all members of Draíocht's Full and Part time staff members to deliver the quality, safe and efficient experience Draíocht requires for all audience members, clients and staff. The public, team and organisation are all areas of priority. This is a front facing role, engaging with members of the public of all ages, artists, professional and community companies/performers, and a role that requires efficiency, sensitivity and diplomacy. Multi-tasking, decision making, honesty and integrity are key to the success of this role.

A spirit of internal and external co-operation, collaboration and communication is an important part of the identity of Draíocht and staff at all levels are expected to maintain this spirit as a professional priority in their work.

KEY AREAS OF RESPONSIBILITIES

STAFF

- Provide strong and effective leadership to the Box Office and Front of House team through the consistent implementation of Draíocht's policies and procedures.
- Supervise the Box Office Co-ordinator and Part-Time Front of House staff, including managing schedules, sick leave, TOIL (time off in lieu), and annual leave cover.
- Oversee the recruitment, induction, and onboarding process for all part-time Front of House staff.
- Facilitate necessary training for part-time FOH staff, including fire safety procedures, fire drills, first aid, and any additional training as required by the General Manager.
- Supervise and support all FOH staff, ensuring high standards of work quality, patron care, punctuality, and professionalism.
- Ensure that Box Office and FOH staff engage with the public in a courteous, informed, and responsible manner, and receive appropriate training to maintain these standards.
- Prepare staff rotas and timetables for FOH personnel, ensuring adequate coverage for all events and operational needs.
- Compile and submit accurate part-time staff hours for payroll processing within weekly deadlines.
- Ensure that Box Office and FOH staff are well-informed about the timing, pricing, and content of current and upcoming events, and have relevant background knowledge to assist patrons effectively.
- Take the lead in managing the FOH team during special events, ensuring an exceptional standard of customer care is consistently delivered.
- Liaise with and provide instruction to contract security personnel to ensure coordinated and secure event operations.

THE PUBLIC

- Create a warm, welcoming, and professional atmosphere for all patrons attending events.
- Act as the primary point of contact for patrons during show nights, addressing queries and providing assistance as needed.
- Ensure the safety and well-being of the public while on the premises, including the enforcement of fire safety, health and safety protocols, and emergency procedures.
- Handle customer complaints in a prompt, courteous, and professional manner, ensuring issues are resolved effectively.
- Complete incident, accident, and complaint reports as required.
- Oversee the readiness and cleanliness of all public and performance spaces before and during events, including ensuring that entrances, exits, and public bathrooms are well-maintained and unobstructed.
- Stay fully informed about current and upcoming events and programmes to confidently respond to patron inquiries.
- Make pre-show announcements when necessary to provide important information or enhance the audience experience.
- Liaise effectively with the on-duty technical team to coordinate responsibilities and ensure seamless event delivery.

BAR DUTIES

- Oversee the maintenance and upkeep of bar facilities in collaboration with the General Manager.
- Manage the ordering and control of stock for the bar sales area.
- Prepare and verify daily bar financial returns to ensure accurate reporting and accountability.
- Compile monthly bar income and FOH expenditure reports and provide biannual financial forecasting.
- Prepare and monitor cash floats for all Front of House operations.
- Produce the end-of-year bar stock report for audit purposes, ensuring accuracy and compliance with financial procedures.
- Move Stock Deliveries to bar/store.

BOX OFFICE DUTIES

- Provide overall supervision of the Box Office, including a thorough understanding of the ticketing system (TicketSolve) and regular updates to the training manual.
- Manage staffing for the Box Office, including scheduling cover, training, and direct supervision of the Box Office Coordinator and part-time staff.
- Provide lunch and break cover, as well as annual and sick leave cover, as required and agreed.
- Oversee the cash count at the start of each event and ensure accurate cash and credit card reconciliation at the end of each performance.
- Ensure compliance with licensing, fire safety, health and safety, and other relevant regulations in line with direction from the General Manager.

- Liaise with visiting companies regarding merchandise sales and support First Night Receptions when required.
- Coordinate with companies and artists regarding ticketing arrangements for events as necessary.

GENERAL RESPONSIBILITIES

- Maintain positive working relationships with both internal colleagues and external stakeholders e.g. all staff, members of the public of all ages, abilities and backgrounds, funders, artists, producers, companies
- Be fully familiar with Draíocht's Staff Handbook, including its Child Protection policies and procedures.
- Participate in relevant informal and formal training sessions as needed.
- Adhere to all organisational policies and procedures, including those outlined in the **Safe to Create** initiative.
- Support building security in consultation with the General Manager and Technical Manager, including setting alarms and locking up after performances.

ADMINISTRATION

- Provide assistance to the General Manager, Marketing Manager, Children/Youth Arts Officer, and Executive Director as needed.
- Submit Front of House reports to the Executive Director for inclusion in Board meeting documentation.
- Support the Executive Director in reporting Box Office and Artist Support figures to the Arts Council and other funding agencies.
- Undertake any additional duties relevant to the role as assigned by the Executive Director.

Person Specification – Ideal Candidate Profile

The successful candidate will ideally possess the following qualifications, experience, and attributes:

- *Experience & Qualifications*
 - A minimum of two years' experience in a customer-facing role within a service industry; a relevant qualification is desirable.
 - Alternatively, at least one year of experience in a theatre or arts centre environment in a customer service and/or marketing role.
- *Commitment to the Arts*
 - A genuine passion for and demonstrated commitment to working in the arts sector.
- *Leadership & Team Management*
 - Proven ability to supervise and support Draíocht's part-time Front of House team.
 - Confident in delegating tasks appropriately and in line with Draíocht's policies and procedures.
- *Customer Service Excellence*
 - Strong dedication to delivering outstanding customer and client service.
 - Excellent interpersonal skills with the ability to engage confidently with individuals at all levels.
- *Access & Inclusion Awareness*
 - A clear understanding of accessibility and additional needs, with a commitment to inclusive service delivery.
- *Communication & Technical Skills*
 - Strong written and verbal communication skills.
 - Proficient in Microsoft Office (Word, Excel, etc.); experience with the Ticketsolve ticketing system is an advantage.
- *Problem Solving & Initiative*
 - Ability to remain calm under pressure and effectively troubleshoot issues as they arise.
 - Self-motivated, with the initiative to work independently and contribute to shared goals.
- *Teamwork & Relationship Building*
 - Excellent teamwork and collaboration skills.
 - Ability to build and maintain strong working relationships with colleagues, clients, and visiting companies.
- *Organisation & Time Management*
 - Highly organised with strong administrative skills, including experience in cash handling.
 - Able to manage time effectively, prioritise tasks, and meet deadlines in a dynamic environment.
- *Personal Qualities*
 - Flexibility, reliability, and a positive attitude.
 - Ability to work within a structured framework while contributing to the wider vision and day-to-day operations of Draíocht.

Terms and Conditions:

- This is a full-time position (37.5 hours per week). Due to the nature of this job, flexibility is essential with evening and weekend work required. Working hours vary according to Draíocht's programme. This schedule is available at least 2 weeks in advance, though subject to change. The standard working day is 10am to 6pm. The standard performance day is 2pm to 10.30pm.
- A TOIL (Time Off in Lieu) System is in place for hours worked above 37.5 hrs per week.
- Salary is: €36K to €38K per annum commensurate with experience (paid weekly).
- 25 days holidays per annum pro rata.
- All Draíocht employees have access to a free and confidential Employee Assistance Programme.
- Draíocht currently pays up to 6% on a matching contribution scale into a company PRSA.
- Applicants must have the right to work in Ireland.

APPLICATION PROCESS

How to Apply:

Applicants are invited to submit:

- A detailed Curriculum Vitae detailing experience, qualifications and referees.
- A letter of application indicating why you are interested in working in Draíocht, why you are the most suitable candidate and noting your most relevant experience to support suitability.

Please submit the above by **Friday 11 July 2025** by email to emer@draiocht.ie

Please refer to the job description and person specification when telling us about yourself as these are the criteria we will use when short-listing.

Interviews:

Interviews will be held on Wednesday 30th July 2025 with a view to the position starting on 25th August 2025.

Draíocht Blanchardstown is an equal opportunity employer and welcomes applications from all sections of the community. We are a signatory to the Safe to Create Code of Practice.

Draíocht Blanchardstown is generously funded by Fingal County Council with additional funding from the Arts Council.

Draíocht, The Blanchardstown Centre, Blanchardstown, Dublin 15, D15 RYX6 / 01-885 2622 / www.draiocht.ie

<https://www.draiocht.ie/about/space-for-the-arts>

Comhairle Contae
Fhine Gall
Fingal County
Council

