

Waterperry Opera Festival

Role	Front of House Manager
Reporting to	Audience and Engagement Manager
Location	Waterperry House and Gardens, Oxfordshire
Period of Engagement	15 selected days from mid-July to 19 th August
Fee	£1,800

About Waterperry Opera Festival

Waterperry Opera Festival is a unique and innovative opera festival hosted at the beautiful Waterperry House & Gardens in Oxfordshire. The festival offers high-quality, accessible, and socially relevant work, created and performed by a diverse company, which bridges the gap between artists and audiences. Our vision is for more people to try opera, be enriched by it, and think it is for them. Please visit www.waterperryoperafestival.co.uk for more information about our work and 2024 Summer Festival.

Overview of the Role

Waterperry Opera Festival's annual Summer Festival welcomes over 4,500 audience members to discover opera and classical music events performed around the stunning setting of Waterperry House and Gardens. The WOF Front of House Manager is responsible for ensuring that our audience experience a high-level of customer service across the Festival, and will be responsible for overseeing the smooth-running of the customer-facing aspects of the Festival's daily events.

The WOF Front of House Manager will also lead a group of dedicated volunteer stewards who are the beating heart of WOF's Front of House team. As our ethos is based upon making our work accessible and inclusive to all, it is essential that the WOF Front of House Manager leads their team by example and delivers an excellent standard of customer-care which ensures that all audience members feel welcome at Waterperry Opera Festival.

As this role is season-based, the WOF Front of House Manager will join the WOF Team from mid-July for 3 days of planning on a remote-working basis. The WOF Front of House Manager will then be required on-site in Waterperry (Oxfordshire) for 12 selected dates in August (5th, 8th, 9th, 10th, 11th, 13th, 14th, 15th, 16th, 17th, 18th, 19th August). On-site accommodation and meals will be provided from 8th – 19th August.

Key Responsibilities

July

- Attend a site visit at Waterperry House and Gardens and develop a good understand of the site, learning the audience and performance area information
- Develop a thorough understanding of the Waterperry Opera Festival events, performances and hospitality activities taking place between 9th – 18th August
- Develop a good understanding of the pre-prepared volunteer schedule, supporting the Audience and Engagement Manager with any final scheduling requirements
- Attend a pre-Festival zoom call with the WOF volunteers stewards (hosted by the Audience and Engagement Manager)
- Undertake First Aid training if required

August

- Support the set-up of Front of House elements across the Festival site, this includes supporting the Audience and Engagement Manager and Box Office Manager where necessary
- Liaise with the WOF technical staff to ensure a smooth Front of House opening
- Manage and lead the team of volunteer stewards, ensuring they; are well-informed before House opening times, have received their staff uniforms, and feel supported during the Festival

- Assist with audience and site management before and after performances, maintaining the upkeep of the Front of House spaces and ensuring the site is well presented
- Ensure a high-standard of customer service is offered to all Waterperry Opera Festival audience members, this will include implementing customer feedback where possible
- Under the management of the Audience and Engagement Manager, work alongside the Box Office Manager to ensure the audience experience is seamless from arrival to departure, including ticket check-in
- Cater to any audience access needs, flagging requirements to the volunteer steward team where necessary and offering additional support to audience members where needed
- Oversee the preparation and upkeep of the WOF Dining Pavilion on a daily basis, ensuring it is ready to receive patrons for evening performances
- Liaise with hospitality personnel, including the Waterperry Teashop Managers and other on-site vendors
- As part of the WOF Core Team, attend daily morning management meetings to ensure good inter-department communication across the Festival
- On 19th August, lead on the pack-down of Front of House elements across the Festival, overseeing that all reusable Front of House equipment and assets are carefully returned and packed away
- Create an end-of-Festival feedback and evaluation form for the volunteer stewards, collating the responses to deliver in report form to the WOF CEO and Artistic Director

Person Specification

Essential Skills and Experiences

- Previous Front of House experience, ideally within a performing Arts context
- Excellent leadership and communication skills, preferably with people management experience
- Excellent customer service skills and ability to remain calm under pressure
- Ability to uphold high professional standards when working in a fast-paced environment
- Excellent teamwork and problem-solving skills, applying a 'can do' attitude towards tasks

Desirable Skills and Experiences

- Knowledge of the Performing Arts industry, and interest in operatic/classical performances
- First Aid trained
- Strong Microsoft Office skills

How to Apply

To apply for the role of WOF Front of House Manager, please send a CV and covering letter to info@waterperryoperafestival.co.uk by **9am on Monday 15th April**.

Selected candidates will be invited to attend an interview in London on Monday 22nd April. Zoom interviews will be offered if necessary.

If you have any questions regarding the role or how to apply, please contact info@waterperryoperafestival.co.uk in advance of the deadline.