



POST: FRONT OF HOUSE SUPERVISOR (FIXED TERM CONTRACT)

REFERENCE: NCACC/03/2024

SALARY: MARKET RELATED

LOCATION: KIMBERLEY

CLOSING DATE: 29 JULY 2024 AT 17:00 PM

**REQUIREMENTS:**

Grade 12 or equivalent qualification. Three years (3) of related experience, minimum of two years' work experience at the Northern Cape Theatre. You should have passion for theatre and a willingness to learn new skills and techniques. The Front of House Supervisor is responsible for the smooth and efficient day to day running of the Northern Cape Theatre's front of house operations as well as the identification and implementation of long-term strategies for Front of House management development. They lead and develop the team of casual duty managers and ushers, in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences, visitors and staff. Alongside the Box Office Supervisor, Café Bar Manager and Events Manager, they take a lead role in maintaining excellent customer services for Box Office, Café Bar and productions or events managers. You must be prepared to work long and unsociable hours including evenings, weekends and holidays.

**RESPONSIBILITIES:**

To work closely with other members of staff to develop and maintain a coordinated approach to customer care for The Northern Cape Theatre and to ensure that all front of house crew understand and are fully committed to this approach. Work with the theatre staff to ensure that the public areas of the building and Garden are always presented in the best way possible in terms of cleanliness and general maintenance. To provide excellent customer care and high standards of service to all visitors to the Northern Cape Theatre, actively contributing to providing a friendly, welcoming, professional, efficient and accessible service to all visitors, including those with disabilities. To deal with all matters raised by members of the general public visiting the building. Maintain health and safety standard and practice of the Northern Cape Theatre.

**PREFERENCES:**

Youth, women and people with disability will receive preference and priority for this job vacancy. In addition, they may be eligible to receive waivers for postsecondary educational requirements outlined in this job vacancy.

**APPLICATIONS:**

*Applicants can apply manually using new Z83 form accompanied by a detailed CV. Certified copies of qualifications and other supporting documents will be required from shortlisted candidates. Applications to be submitted at Mayibuye centre, corner Hulana and Tshaka Street, Galeshewe, Kimberley, 8300. Or email to [info.ncacc1@gmail.com](mailto:info.ncacc1@gmail.com)*

*Correspondence will only be entered into with short-listed candidates. Applications received after the closing date will not be considered.*