

## **Lead Manager, FOH Operations**

### **Northern Alberta Jubilee Auditorium (NAJA) & Southern Alberta Jubilee Auditorium (SAJA)**

#### **Job Summary**

These Front of House Operations Management positions report to the CEO and work in consultation with other Society and government staff. They act as a facility lead for either the Northern Alberta Jubilee Auditorium in Edmonton or the Southern Alberta Jubilee Auditorium in Calgary, and are responsible for planning, organizing, directing and coordinating all aspects of the Front of House (FOH) functions and services for both patrons and clients for an efficient, effective, well prepared and fiscally responsible business. These roles work to provide excellence in the patron experience and contributes to a positive team environment.

#### **Responsibilities**

##### **General Management and Leadership:**

- Work with the Alberta Jubilee Auditoria Society (AJAS) Leadership team on an ongoing basis supporting and administering the current business plan for the Society based on the Society's Mission, Vision, and Values. Provide leadership in developing and keeping current all Front of House-related duties, goals, and objectives in this comprehensive business plan. Responsible for realizing the components of the business plan that pertain to FOH services and operations.
- Lead day-to-day operational and human resource aspects of the organization, working in consultation with the CEO, the Financial Controller, government and other Society staff as required.
- Oversee the patron and client experience at the Jubilee.
- Determine when and how decisions will impact others, and responsibly communicate these decisions to the Leadership Team, government and other Society staff as required. Work cooperatively with all stakeholders to encourage and ensure open communication, teamwork and shared approaches in achieving best practices, harmonized approaches and an enhanced capacity to achieve FOH, Society and Jubilee goals.
- Develop and be responsible for all budgetary items and activities related to FOH service areas, as determined in consultation with CEO and the Financial Controller. Responsible for other financial management matters relating to FOH areas on an ongoing basis as required.
- Liaise regularly with the Leadership Team to review and assess operations, HR and facility development needs.
- Work in tandem with the Lead Manager, FOH Operations at the other Alberta Jubilee Auditorium to align best practices and unify client and patron experience.
- Be a positive, supportive and contributing leader in building a team environment for the Jubilee, and the AJAS team.

##### **Inventory and Sales Management:**

- Oversee composition of products and other hospitality services (ex. drinks, snacks).
- Set menu pricing for drinks, snacks, and hospitality service surcharges, etc.

- Determine place and method of providing drinks, snacks and other hospitality services.
- Maintain relationship with Point-of-Sale provider (TOAST) and manage all aspects of Point-of-Sale service to ensure well-being, training and positive patron experience in the venue.

#### **Human Resources:**

- Responsible for personnel activities such as annual performance evaluations of FOH related-staff, supervision, hiring and terminations in consultation with the CEO.
- Manage either the NAJA or SAJA Office Administrator position, Event Managers, and House/Duty Manager positions.
- Train, performance manage and schedule FOH-related staff including part time supervisors and House/Duty managers.
- Create, revise and implement FOH staff safety training, first aid and evacuation procedures in association with Society and government staff to align with OHS requirements.
- Build and maintain a highly professional positive, cooperative, empowering and customer-service orientated environment with FOH team.

#### **Food and Beverage:**

- Oversee all food and beverage services in the buildings including concessions, receptions, special events and any other event that is hosted by the Jubilee Auditorium.
- Coordinate the purchasing of all liquor, commissary products, equipment, furniture and capital upgrades related to FOH activities.
- Monitor, with the Finance department, the cash float and sales collection controls.

#### **Financial and Administration Services:**

- Develop and oversee NAJA or SAJA's FOH annual operations budget, in consultation with the Financial Controller and CEO.
- Provide inventory oversight, control, and system maintenance related to concessions.
- Ensure Show Reports are submitted for each event.

#### **Qualifications**

##### **Education:**

- Post-secondary education in Business Administration, Hospitality Management or a related field.
- Equivalent combination of education and progressive experience may also be considered.

##### **Leadership & Operations:**

- 5–10+ years of progressive leadership experience in:
  - Front of House operations
  - Hospitality or venue management
  - Theatre, performing arts, live events, or entertainment venues
  - Customer experience management
- Experience overseeing large-scale public events and patron services.
- Experience leading cross-functional operational teams.

**Human Resources:**

- Experience supervising staff.
- Strong background in:
  - Recruitment and onboarding
  - Performance management
  - Coaching and employee development
  - Scheduling and workforce planning
  - Progressive discipline and terminations
- Experience fostering positive workplace culture and team engagement.

**Financial & Administrative:**

- Experience managing operational budgets and financial controls.
- Knowledge of:
  - Inventory management
  - Cash handling procedures
  - Revenue reconciliation
  - Concession and hospitality sales
  - POS systems administration (particularly TOAST or similar platforms)

**Food & Beverage / Hospitality:**

- Experience managing:
  - Concessions
  - Bars and liquor service
  - Hospitality and reception services
  - Vendor and supplier relationships
- Knowledge of food safety and liquor legislation/regulations.

**Technical Knowledge & Certifications:**

- ProServe certification
- First Aid/CPR certification
- Occupational Health & Safety
- WHIMS Certified

**Core Competencies:**

- Strong leadership and decision-making skills
- Exceptional customer service orientation
- Conflict resolution and interpersonal communication skills
- Organizational and multitasking abilities
- Strategic thinking and operational planning
- Ability to work collaboratively with government, leadership teams, and stakeholders
- Ability to remain calm and effective in fast-paced live-event environments
- Knowledge of live performance venue operations
- Experience in a not-for-profit or arts organization considered an asset
- Experience with public-sector or government partnerships considered an asset