

# JOB DESCRIPTION



## STOCK CONTROLLER ♦ DOMINION THEATRE

<b>DEPARTMENT</b>	Front of House
<b>CONTRACT TYPE</b>	Permanent Contract
<b>REPORTS TO</b>	Front of House Manager, Deputy Front of House Manager
<b>DIRECT REPORTS</b>	Front of House Assistants
<b>SALARY</b>	£31,000 per year
<b>HOURS</b>	40 hours per week, Mon-Sat as below. Mon: 15:15-22:45      Thu: 10:00-17:00 Tue: OFF                Fri: 17:45-23:00 Wed: 12:45-22:45      Sat: 12:45-23:00
<b>HOLIDAY</b>	20 days per calendar year plus bank holidays



### JOB PURPOSE

The Stock Controller supports the Front of House Management team to maintain consistent stock levels throughout the venue. This includes overseeing the daily and nightly distribution of products during showtime, managing deliveries and maintaining administrative records. They will also coordinate the delivery and distribution of any external merchandise products within the building.

This role is based around evening and weekend work, with the option of additional paid overtime on Sundays.

## KNOWLEDGE / EXPERIENCE / SKILLS NEEDED

Please demonstrate how you meet these qualities in your application.

### ESSENTIAL

- ◆ Excellent communication skills with customers and other team members
- ◆ Ability to offer consistently high standards of customer service
- ◆ Self-motivation and good time management skills
- ◆ Proactive approach to working with a team
- ◆ Ability to work to deadlines and perform to a high standard under pressure
- ◆ Ability to solve problems creatively
- ◆ Excellent attention to detail
- ◆ A drive for personal development

### DESIRABLE

- ◆ Good understanding of Front of House operations within a live entertainment venue
- ◆ Ability to delegate and motivate others
- ◆ Experience of an EPOS system
- ◆ An interest in theatre
- ◆ Food Hygiene Level 2

## MAIN DUTIES AND RESPONSIBILITIES

### STOCK CONTROL

- ◆ Daily and nightly restock of all theatre outlets to set levels, maintaining records of product movement around the theatre.
- ◆ Conduct a daily stock count within the stock holding areas to accurately highlight any discrepancies and raise these with management and assist in investigation of these discrepancies.
- ◆ Compiling weekly stock orders, utilising sales data from the week and end of week stock counts to inform delivery requirements and restock to agreed par levels.
- ◆ Liaise with suppliers to place weekly stock orders, ensuring all orders are submitted within designated ordering windows
- ◆ Receive and check all deliveries of stock to the venue, working with the management team to report any delivery discrepancies to the supplier.

- ◆ Supervise delivery team on delivery day, informing management of start and finish times.
- ◆ Ensure that the delivery shift staff pool has sufficient numbers and collaborate with the management team to create and uphold an effective monthly day rota.
- ◆ Ensure stock is received into the venue in accordance with health and safety and food hygiene guidelines.
- ◆ Ensures that all stock is stored in a secure environment at all times.
- ◆ Oversee the rotation of stock within the stock holding areas to ensure that stock is distributed in stock order. Compile stock date check paperwork from outlets, highlighting products that are close to expiring and ensure that stock is rotated to higher footfall areas to minimise risk of wastage through spoiling.
- ◆ Manage levels of consumable items, raising orders with management to maintain good levels.
- ◆ Assist with monthly stock audits of all theatre stock.
- ◆ To ensure all outlet paperwork is updated when changes to stock par levels are adjusted or new products are introduced.
- ◆ Ensure weekly outlet printing has been completed.
- ◆ Ensure nightly wastage has been recorded and compiled into the weekly wastage report to then be signed off
- ◆ Highlight with management any low stock levels should there be a supply shortage and manage the online ordering system when stock is low by archiving products. Unarchive products when new stock arrives.
- ◆ Distribute stock to outlets during incoming and interval when requested, ensuring extra stock is noted on outlet paperwork.
- ◆ Assist the Ice Cream Senior in restocking ice cream trays during intervals when required.
- ◆ Ensure an end of week merchandise stock count has been completed with the Merchandise team and assist in the investigation of any end of week merchandise report discrepancies highlighted by management.

## **GENERAL**

- ◆ Ensure all stock holding areas are well organised and that there is adequate open stock ready for redistribution during stock up on shift.
- ◆ Provide assistance to level supervisors and staff with various tasks during show incomings and intervals across different areas of the theatre.
- ◆ Supervise all staff whilst in stock holding areas to ensure all Nederlander policies are upheld.
- ◆ Ensure that all stock holding areas are clean, tidy, free from rubbish and are regularly mopped.

- ◆ Ensure full compliance with food hygiene standards in all areas where stock is stored, handled, or transported.
- ◆ Ensure the stock central holding area remains pest-free and that any signs of pest activity are promptly identified, reported, and thoroughly cleaned in accordance with hygiene and safety protocols.
- ◆ Ensure all stock cages are returned to stock central at the end of each shift.
- ◆ Oversee the training of cover staff to ensure all nightly duties are completed in event of Stock Controller's absence.
- ◆ Driving sales of overstocked items / items close to expiration through effective leadership and liaising with management to set incentives.
- ◆ Continually assess stock management procedures, liaising with management to develop new practices as required.
- ◆ Undertake any other reasonable duties as required.

## **DARK PERIOD DUTIES**

- ◆ Stock management, ordering and deliveries.
- ◆ Deep clean of stock holding areas.
- ◆ Distribution of new products.
- ◆ Updating of outlet stock paperwork.
- ◆ Audit of outlet cleaning products.
- ◆ Liaising alongside management with new merchandise company, assisting with new merchandise delivery and setup of merchandise storage and outlet areas.
- ◆ Deep clean of outlets, including fridges, ice machines and glass washers.
- ◆ Full glassware audit.
- ◆ Continually assess stock management procedures, liaising with management to develop new practices as required.
- ◆ Assist management with any new show setup required within the theatre.
- ◆ Undertake any other reasonable duties as required.

## **OTHER**

- ◆ Comply with all Company Policies and Procedures, including but not limited to: all HR Policies, Inclusion, Diversity and Equity Policy, Sustainability Policy, and the Health and Safety Policy.
- ◆ Undertake any other duties as required by management or the Senior Leadership Team.
- ◆ We want to create and sustain a productive, diverse and inclusive working environment, and ask everyone who works with us to champion this ambition and embed it into their day-to-day work.