

Duty Manager (casual staff): Context and Person Specification

Job Title Duty Manager (casual staff)

Salary £11 per hour

Reports to Front of House Manager

Direct Reports None

Hours Casual

Works closely with Deputy Front of House Manager, Cafe Bar Manager, Supervisors and Assistants, Sales & Audience Experience Manager & Assistants & Volunteers and Technical Team

Base Theatre Royal Winchester

Job Context

Play to the Crowd is an arts and education charity that incorporates Theatre Royal Winchester, a mid-scale heritage theatre with a vibrant Cafe Bar; Hat Fair, an annual Outdoor Arts festival; and Playmakers, a year round programme of creative learning, participation, community projects and youth work including a weekly Youth Theatre.

Play to the Crowd is an equal opportunities employer and welcomes applications from people from the widest possible diversity of backgrounds, cultures and experiences.

Job Purpose

To act as the supervisory Duty Manager overseeing the operations of the theatre, staff, volunteers and audiences during performance times. To provide outstanding service in terms of customer care, efficiency, and operational knowledge whilst being responsible for the health and safety of Theatre Royal Winchester's audience and Front of House. This role may be required to work both daytimes and evenings on a rota basis.

Knowledge/Experience/Skills needed: Essential

- Proven experience in managing and organising people, preferably in a live performance venue.
- Able to work flexible hours on a rota system including evenings and weekends.
- Experience of working with a diverse range of people including children, young people and vulnerable adults
- Clear, friendly and confident manner
- Demonstrable skill with customer service and conflict resolution
- Ability to keep calm, work under pressure and handle sensitive situations in a suitable manner
- Initiative
- Strong numeracy and literacy skills
- Experience of managing Health and Safety in a customer facing environment
- Strong problem solving abilities with good attention to detail

Desirable

- Fire Safety qualification
- Child protection/safeguarding training
- IOSH/Health and Safety qualification
- First Aid at Work qualification (training will be provided)
- Experience working in an arts venue
- Staff & volunteer management experience
- Working knowledge of facilities management
- Bar experience
- Knowledge of Spektrix, our ticketing system
- Cash handling skills

Personal qualities

- Passion for the arts
- Imagination and creativity
- Confidence in working with a diverse range of people
- Willingness to learn
- Honesty and integrity
- Calm, friendly and polite team player

Principal Responsibilities:**Duty Management**

- Act as the Duty Manager for performances/events, take responsibility for the safety of the public and the security of the building including being a key holder and locking up at the end of the night
- Supervise the Front of House operations during events, liaising with key staff - Cafe Bar Manager, Front of House Supervisor/Assistants and Sales and Audience Experience Assistants / Manager
- Liaise with visiting companies to ensure ancillary sales or activities are well managed
- Liaise with Technical Team to ensure prompt show start times
- Ensure public areas are kept clean and tidy before, during and after opening hours and undertake cleaning duties as required
- Ensure show reports are completed for each event, record audience feedback and collect monitoring information
- Ensure any Health and Safety issues or accidents are suitably acted upon and recorded
- Lead in the managing of incidents and emergencies whilst on duty and act as the main point of contact for all emergency services
- Report any incidents or areas of improvement for the operations to the Front of House Manager
- Complete pre-show checks of the building and ascertain necessary details about the performance
- Support the Front of House Manager in the training of volunteers

Public Safety and Volunteer Management

- Understand, implement, and actively participate in the theatre's emergency and Health and Safety procedures and policies
- Lead the volunteer pre show briefings
- Supervise and co-ordinate evacuation, fire and emergency procedure drills
- Liaise with the Technical team and visiting companies to ensure that shows and operations are safe for the public
- Act as a trained first aid officer

Audience Experience and Access

- Ensure that the building and team provide an efficient, organised, and warm welcome and customer experience in line with our values
- Help the organisation develop creative ways of improving the audience experience of us as a creative organisation and the theatre as a welcoming environment for the public
- Ensure visitors with access requirements or additional needs are appropriately catered for
- Deal with any complaints, concerns or observations and relay them back to the Front of House Manager

Customer Service and Sales

- Ensure all customers are dealt with in a professional and courteous manner ensuring active engagement
- Help ensure all licensing laws such as preventing alcohol service to under 18s are maintained at all times
- When required handle cash, stock and equipment in an accurate and secure manner
- Comply fully with the charity's management in the event of any discrepancy
- Act as an information point for customers
- Endeavour to upsell and promote the charity's products, including seasonal promotions, at every available opportunity
- Keep accurate monies and merchandise records and be able to complete the end of day banking procedure if required

General

- Champion the organisation's values and act as an advocate for the organisation with the public and key stakeholders.
- Adhere to organisational policies and procedures and carry out all tasks to the highest standards in accordance with best practice.
- Actively support the organisation's action plans in respect of inclusion and equality.
- Comply with the company's Health and Safety policy at all times.
- Participate in training and other forms of staff and team development.
- Undertake such other tasks as are agreed with the Front of House Manager or Senior Management team

In addition to a commitment to the values, aims and objectives of Play to the Crowd, candidates should be able to show clear evidence of how their knowledge/skills/experiences match the Person Specification and support delivery of the Job Description in their application.