

JOB DESCRIPTION

Job Title:	Duty Manager
Reporting to:	Operations Manager
Place of Work:	New Theatre & Key Theatre Peterborough
Hours of Work:	Casual Zero Hours
Salary:	£13.00 per hour
Contract:	Casual
Start Date:	ASAP

About Selladoor Venues:

Selladoor Venues are a group of exceptional regional venues with a shared mission of developing local talent, presenting first class work, producing work of national and international importance – and being a theatre for everyone within their communities. The venue group comprises the Queen Theatre, Barnstaple (650 seats), Landmark Theatre, Ilfracombe (450 seats), the New Theatre Peterborough (1,100 seats) and the Key Theatre Peterborough (112 & 360 seats). The group has ambitions of growing and federating more buildings with a similar approach and ethos – and is putting together a team of strong-minded leaders to build a business of excellence in venue management with a firm eye on growth and development.

The business will be transitioning to a charitable company (Landmark Theatres Ltd) and building on its foundations of presenting top quality theatre to its local audiences. The company has strong foundations in generating income as commercially driven businesses, driving trade and strong attendance. But newly found relationships with key stakeholders such as the Arts Council England have broadened the companies' ambitions against their Let's Create Strategy – and the business now has a strong need and argument for regular public subsidy.

Selladoor Venues is committed to being a diverse and inclusive organisation and we are keen to make our workforce more representative of different backgrounds and experiences of the communities we serve. We work to remove barriers and pride ourselves on giving opportunities to people of all walks of life and all class backgrounds. We welcome applications from people who are under-represented in our organisation. These include those who identify as LGBTQIA+, D/Deaf, and disabled, those who are early in their careers or come from groups who experience racial inequality.

We are committed to protecting the privacy and security of your personal information. If you would like to see a copy of our privacy notice please write to Jag Singh, General Manager.

Selladoor Venues is committed to safeguarding the welfare of participants and partners. Applicants will be asked about any previous convictions, cautions, reprimands, including those that are considered 'spent' as defined by the Rehabilitation Offenders Act 1974 (Exceptions) Order 1975 (Amended 2013).

Key Responsibilities

As a member of the Key Theatre team, ensure provision of excellent front of house customer service at the Key Theatre & New Theatre Peterborough as well as any other designated venues as required.

- To carry out all back office operations and front of house duties required to deliver excellent customer service to all Theatre visitors and users
- To be responsible for ensuring the safety of staff and Theatre users, as well as the security of a public building, whilst ensuring it remains clean and tidy during front of house operations
- To maximise all revenue channels are maximised during each event
- To deliver the highest levels of customer care and consideration
- To ensure that all H & S practices and policies are adhered too and implemented and to ensure operational compliance

Responsible for any Financials or Direct Reports

- Cash handling and till reconciliation
- Recording and reconciling casual staff timesheets for inputting into payroll system
- Front of house staff and volunteers for each performance/event
- Dealing with bookings, general enquiries, maintenance visits as well as detailed and regular communication with the management team

Key Deliverables

- To ensure front of house services operate effectively and to a high standard of customer care and cleanliness
- To manage a team of bar, catering, front of house staff and volunteers as detailed within the Duty Manager task list
- Responsible for stock control, maintaining adequate stock levels and stock rotation in all areas. Ensuring security of stock at all times, including those goods in transit from the bar store to bar counters
- Reduce wastage to a minimum and record as appropriate
- To take responsibility, whilst on duty for cash floats and to maintain operational levels of change for all departments, including the Box Office
- To be responsible for all cash handling and till reconciliation and to deliver operational compliance
- Ensure the venue is adequately staffed and serviced for all performances, conferences, meetings and all other events hosted by the Key Theatre or New Theatre, as directed by the Operations Manager
- Monitor staffing levels as per the rota, reporting absences as they occur and in line with policy

- Ensure compliance with Selladoors Health & Safety Policy by all employees within the front of house operation
- Ensure compliance with the Premises License and take responsibility when the DPS is absent
- To ensure that accidents or incidents to members of staff or public are dealt with immediately and recorded as appropriate
- To monitor adequate levels of merchandise, including programmes, as relevant in respect of all areas of the front of house operation, supervising front of house sales and services as required
- To ensure staff appropriately clear litter from all front of house areas of auditoriums before and after each performance
- To ensure appropriate temperature and lighting levels are maintained throughout front of house areas
- To carry out all financial procedures in compliance with Selladoors financial regulations and to maintain adequate records in line with the relevant audit procedures as directed by the Operations Manager
- To ensure compliance with Selladoors Complaints Procedure by Theatre staff, recording and reporting to the Operations Manager

Requirements – Qualifications

- Excellent customer service skills - Working directly with the public
- Background of working in a hospitality environment i.e. hotel, pub, theatre, etc
- A good level of ICT skills using Microsoft office suite of packages
- Experience of POS systems and processes
- Cash handling and reconciliations
- Working within and supervising staff of a small team
- Ability to demonstrate flexible and positive attitude in the workplace
- Experience and knowledge of The Data protection Act and PCI compliance

Requirements – Personal Characteristics

- Team player – ability to multi-task, help others and be able to ask for help
- Good interpersonal skills – will be working as part of a team and will need to communicate at all levels, whilst remaining respectful; crucial when dealing with both internal and external customers
- Good organisational skills – will be working across the service and with competing demands
- Methodical – ability to follow process and procedure
- Progressive – working methods should be continuously evolved
- Accurate – in calculating, recording and checking of work
- Ability to deal with difficult situations
- Excellent time keeping

Other points

- Ability to work a flexible pattern of hours as required by the service. To include evenings, weekends and Bank Holidays on a shift rota basis
- Requires late night working and locking up/key holder duties
- To undertake any additional reasonable tasks as directed by the Operations Manager
- To undertake venue management of any events taking place at the theatre

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

In consultation and agreement with you, this Job Description may be amended at any time.