

Playhouse Duty Manager

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| Department | Playhouse Front of House |
| Reporting to | Front of House Manager |
| Direct Reports | Volunteer stewards; Box Office staff |
| Hours | Variable (zero) hours & Contracted hours contracts available. Shifts will be Monday to Sunday on a rota basis. The majority of shifts will be evenings, including weekends and bank holidays, with some daytime shifts as required. |

The Playhouse Duty Manager works alongside the Box Office, Bar and Technical teams to provide excellent customer service to all visitors and artists for hires, events and performances.

As the senior member of staff on duty during performances the Playhouse Duty Manager plays a crucial role in ensuring that all that visit the Playhouse receive a friendly, informed welcome and have a brilliant experience whilst they are with us.

Main Purpose of the Role

- To be responsible for the smooth running of all FOH operations and activities while on shift, delivering exemplary customer service.
- To ensure the safety, security and comfort of the public and visiting companies within the venue, including leading an emergency evacuation of the premises if necessary.
- To undertake Duty Manager shifts as required, including a mixture of daytimes, evenings and weekends.

Key Responsibilities

- To be the primary point of contact for artists and audiences attending the Playhouse, ensuring all are treated with the highest standards of care and attention.
- To supervise and brief FOH/Box Office staff and volunteer stewards and to demonstrate positivity and strong leadership skills and ensure that a consistently high standard of customer care is delivered.
- To ensure FOH check lists, show reports and any related paperwork are completed fully and accurately, and any necessary resulting action is undertaken or referred to the relevant person.
- To respond to and resolve any customer issues or complaints, escalating to the Front of House Manager or Playhouse Director when appropriate.
- To liaise with the person(s) technically responsible for all shows; to ensure the show runs smoothly and to time, within the parameters of your control.

- To ensure all necessary liaison and sharing of show information takes place between departments, and with other Duty Managers, to ensure consistency and continuity of provision for the venue.
- To proactively promote and facilitate full access to the Playhouse for patrons with disabilities, including facilitating relaxed, captioned, BSL interpreted and audio described performances.
- To actively promote and administrate ancillary sales. To monitor stock and float levels, adhering to stock control and cash handling procedures and ensuring sales and stock are reconciled after each performance.
- To liaise with visiting companies on their FOH needs and merchandise sales. To receive and return merchandise stock, manage sales, calculate commission, return and sign for any monies due to them.
- To be responsible for the presentation and safety of the Playhouse auditorium and public areas. To ensure that the auditorium is checked, clean and clear before and after each performance and that it is correctly closed and locked when necessary.
- To ensure the Health and Safety of all visitors at all times.
- To be responsible for managing an emergency show stop if deemed appropriate, and coordinating the evacuation of the building, liaising with the fire brigade and/or police in the event of an emergency.
- To be a qualified first aider for the building (training will be given if needed). To provide first aid and management of any illness or accident incidents, including being a trained user of the Playhouse AED, and the completion of Accident Report forms.
- To ensure all terms of the Playhouse Premises Licence are upheld.
- To ensure all marketing material is current and tidy, both in and outside the building.
- Any other duties that may reasonably be requested.

Organisational Wide Responsibilities

- To demonstrate and promote our core values;
 - “To inspire a sense of the magic of theatre” to both your colleagues and anyone who visits us to see our performances, take part in our activities or spend time in our buildings.
 - To support and contribute to our commitment to provide brilliant experiences. This underpins everything we do and shapes how we work as a team, the partners with whom we work and the way in which we welcome our visitors.
- To maximise the opportunities for inclusion throughout the theatre’s activities.
- To actively support the theatre’s ambitions to reduce its impact on the environment.
- To comply with all theatre policies including Safeguarding, Equal Opportunities, Health and Safety, ICT, Data Security and Protection.
- To undergo any training necessary to fulfil the duties of this role and to develop its contribution to the organisation.

PERSON SPECIFICATION

| | Essential | Desirable |
|-----------------------------------|--|--|
| Experience & Knowledge | <ul style="list-style-type: none"> • Previous managerial/supervisory experience • Experience of dealing directly with the general public • Experience of leading a team • Practical knowledge of health & safety in a public environment | <ul style="list-style-type: none"> • Previous experience within an arts or theatre environment • Experience of working with volunteers • A working knowledge of basic theatre terminology • Practical knowledge of licensing regulations |
| Attributes | <ul style="list-style-type: none"> • A mature, professional attitude towards work • A desire to maintain the highest standards • Well organised and customer focused • The ability to remain professional while balancing multiple demands and dealing with the unexpected • The ability to respond to situations calmly and with sensitivity • The ability to remain welcoming and sociable at anti-social times • Reliability and punctuality • Flexibility and availability to work across a rota system covering evenings and weekends | <ul style="list-style-type: none"> • An interest in the theatre |
| Skills | <ul style="list-style-type: none"> • Excellent customer service skills • Excellent team working ability • Strong interpersonal skills • Confidence to take responsibility for the health, safety and welfare of over 400 people on a daily basis | <ul style="list-style-type: none"> • Excellent, accurate numeracy and written literacy • Confident user of Microsoft Office – Outlook, Excel and Word |
| Qualifications | <ul style="list-style-type: none"> • First Aid at Work qualification (training will be given if required) | |

This description is not exhaustive & may change to meet the needs of the business as the strategic vision for the department & organisation evolves. The post holder may be required to perform duties outside of this as operationally required, but within reasonable scope of this role at the request of the relevant manager or director.