

Person Specification and Job Description

DUTY MANAGER

The Crescent Theatre has a reputation for producing theatre of the highest standard. Every volunteer and paid member of staff at the Crescent plays an important role in maintaining its professional and welcoming atmosphere.

The Crescent Theatre was established in 1932 as a theatre company for members and is the largest amateur theatre company in the West Midlands. Our theatre comprises of a studio (100 seats) and a main stage (336 seats), workshop, rehearsal space, dressing rooms, areas dedicated to wardrobe and props and a licensed bar.

We have a thriving membership of volunteer members who make up our Crescent Theatre Company, producing shows in the main house, studio, and bar every year. This is complemented and sustained through an extensive external hire operation with the theatre hosting a wide range of other shows and events.

Job Objectives

We are looking for a Duty Manager who is sympathetic to the needs of an amateur theatre company with the drive to provide consistently friendly and efficient customer service, creating a warm and welcoming atmosphere to all of our customers and members.

The Duty Manager is responsible for the health and safety of the public, staff and members during shows and events, ensuring that audiences and staff alike are able to enjoy and work in a safe and secure environment. Responsibilities include staff and volunteer member briefings, fostering excellent customer relations, operations management, and building management.

As a key member of the Front of House team the role will involve a mixture of morning, matinee and evening show shifts.

The role requires someone with strong supervisory skills, organisational skills, and experience of delivering excellent customer service, preferably within in a hospitality or arts environment.

Key Working Relationships

- Front of House Coordinator
- Assistant Theatre Manager
- Box Office Administrators
- Duty Technicians
- Duty Managers
- Bar Staff
- Volunteer Members (Stewarding, Bar, Coffee)

Role & Responsibilities

Customer Service	<ul style="list-style-type: none"> ● Deal politely and efficiently with members of the public at all times, and maintain high standards of customer service. Act as the main point of contact for any customer queries or complaints during events. ● Ensure the theatre and all events within it operate smoothly and efficiently, resolving any issues as they arise, liaising with the senior team where appropriate ● Always be visible, professional, helpful and smart during show shifts ● Act as the main front of house point of contact for all visiting companies in the building. ● Be aware of access requirements of the audience and accommodate them, communicating with Box Office to check house numbers and wheelchair users ● Serve and present beverages, quickly and efficiently in a warm and friendly manner ● Keep up to date with current promotions and new products and make customers, staff and members aware of offers on our product range, upselling to customers as appropriate
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Health & Safety	<ul style="list-style-type: none"> • Be familiar with and adhere to all Health & Safety policies and procedures, including Fire Evacuation Policy • Adhere to and enforce all company policies and procedures including rules relating to venue licensing laws • Ensure that all members and paid staff are suitably trained in all aspects of their role including fire evacuation procedures for each shift • Carry out pre show walk rounds of the building rectifying any immediate health and safety concerns • Report and record any building faults immediately on the provided maintenance tracker • Ensure that all capacity guidelines for venues are observed and enforced • Act as the central role in building evacuation and emergency procedures during an event • Ensure the building is secure at the end of the night. • Assist Box office staff on busy shifts with incoming audiences in the foyer
Line Management & Training	<ul style="list-style-type: none"> • Be involved and contribute at full staff meetings and Front of House team meetings • Carry out instructions as given by the management team • Undertake any training deemed necessary by the Front of House Coordinator pertinent to the role • Undertake any duties that may reasonably be requested by the Front of House Coordinator, Theatre Manager or Board Members • Help with all Front of House activity as required by the Front of House Coordinator or Theatre Manager • Supervise all Bar Staff and volunteers and oversee the Front of House operations during a show shift • Monitor Front of House staff's performance to ensure they maintain and deliver a high standard of appearance, customer service, timekeeping and general discipline on shift, feeding back to the Front of House Coordinator as required • Ensure all staff are doing their job correctly and that the theatre and all within the building are safe and secure • Lead by example • Induct and train stewards as required, monitoring their performance and feeding back through appropriate channels (for stewarding, bar and coffee roles) • Hold Front of House briefings before every show shift for all members, ensuring that they are up to date and confident on current evacuation procedures • Be sensitive to the challenges and rewards of working with volunteers
Communication	<ul style="list-style-type: none"> • Ensure that all relevant information is passed on to colleagues and messages passed on in line with the company procedures • Complete any required Front of House administrative duties including show and shift reports • Liaise with all other departments Front of House to provide assistance and support where necessary • Communicate with Stage Management/Duty Technician throughout a show • Report and feedback to the Theatre Manager or Front of House Coordinator anything you deem to be relevant in a timely manner • Liaise with any external hospitality suppliers required for events (e.g catering) as their main contact on site on the day
Cash Handling	<ul style="list-style-type: none"> • Follow in house procedures for cashing up and the use of floats and discuss/investigate discrepancies as required • Ensure that the security of cash and stock is protected • Allocate floats to staff and members • Complete end of day cashing up operations for all front of house commercial activity
Stock	<ul style="list-style-type: none"> • Liaise with the Bar Staff on the provision of floats, change, stock levels, renewal of till rolls etc. throughout a show shift
Cleaning	<ul style="list-style-type: none"> • Ensure that bar staff are carrying out their duties and maintaining the cleanliness of the bar area, crossover gallery, tables and chairs, toilets, serving counter, table talkers, glasses, and stock cupboard at all times and using the correct cleaning materials
Misc.	<ul style="list-style-type: none"> • Comply with in house uniform standards at all times when customer facing

Skills & Experience

Essential	<ul style="list-style-type: none"> • Proven ability to provide a high level of customer service • An eye for detail and ability to be constantly vigilant • Confidence in conflict management, including handling challenging customer situations • Excellent communication skills, a warm demeanour, and good spoken and written English • Enjoys working with the public • Is energetic, enthusiastic, and committed to the role and the organisation • Demonstrates an appreciation/understanding of the organisation's goals and direction • Proven experience of the ability to work under pressure to tight deadlines in a fast paced environment • Is flexible and proactive with the ability to react positively to unexpected circumstances • Demonstrates creative and imaginative responses to problem solving • Meets deadlines and displays strong time management and organisational skills • Demonstrates reliability, trustworthiness, and good time keeping
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	<ul style="list-style-type: none"> • Can think and act rationally and maturely, weighing up information, issues, and evidence to draw balanced conclusions • A willingness to get 'stuck in' • Is able to learn from experience and knows when to ask for support and advice • Strong ability to work as part of a team and unsupervised • Strong leadership and organisational skills • Maintains the confidence and mutual respect of colleagues at all levels • Is able to work as a team with other colleagues to work collectively towards objectives • Creates open and supportive team climate • Projects appropriate professional image • To be confident in building evacuation good practice and have a good knowledge of health and safety • Proven strong numeracy skills and experience of cash handling procedures and good practice • Basic IT skills with the willingness to learn new software and systems • An appreciation of good stock rotation procedures and practice • Available to work regular evenings and weekends
Desirable	<ul style="list-style-type: none"> • Experience in an arts venue • Experience in hospitality • Interest in theatre • Experience as a supervisor/team leader • Experience of volunteer management • Experience in bar management • Experience in cellar management

Terms and Conditions

The basic working week will be **15 hours** not including breaks, Sunday to Saturday according to organisation's needs, typically falling across **3 show periods** across a week (morning, matinees, or evening).

Bank Holidays are considered a normal working day and if worked then annual leave in lieu will be permitted.

The post holder will be expected to adopt a flexible approach to the requirements of the position, including honouring the theatre's commitments outside normal working hours and public holidays as and when necessary.

LINE MANAGER:	Front of House Coordinator
REPORTS TO:	Front of House Coordinator and Theatre Manager
HOURS:	15 hours per week on an annualised basis
RATE:	£9.05/hr

The probationary period will be **3 months**.

There is an annual leave entitlement of **20 days (4 working weeks) pro rata plus statutory holidays**, rising by 2.5 days after five years continuous service and by a further ½ day for each additional year of service up to a maximum entitlement of 25 days (5 working weeks) pro rata plus statutory holidays.



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Applications

Interviews will take place on:

- Monday 30th September
- Tuesday 1st October

To apply, please **complete** and **submit** an **application form outlining your suitability for the role** to sarahwoolhouse@crescent-theatre.co.uk by **10am Sunday 29th September 2019**.

The successful candidate will ideally be available to start work the week commencing **Monday 7th October** and available for training for some of the following dates:

Monday 7th October 16:30-23:30

Thursday 10th October 11:00-18:00

Friday 11th October 11:00-18:00

Saturday 12th October 12:45-17:30

Please include details of your **availability to interview** and **availability for training** in your application.