



## **Haverhill Town Council**

### **JOB DESCRIPTION**

**Post Title:** Duty Manager

**Responsible to:** Arts Centre Manager

**Responsible for:** Front of house team leadership for performances, events and functions.

**Hours:** 15 hours a week (with the potential for more)

**Salary:** £12.47 per hour

### **Overall Responsibilities**

- a) To act as Front of House team leader for performances, events and functions.
- b) To assist with the staging of arts and leisure events at other sites within Haverhill.
- c) To undertake event management at Haverhill Arts Centre with responsibility for the operation, supervision and security of the building as required.

### **Key Responsibilities and Activities**

1. Ensuring the safety of the public and monitoring Haverhill Town Council's adherence to Licensing and Health & Safety regulations.
2. Working as part of a team to ensure that customers' experience of Haverhill Arts Centre and Haverhill Town Council is of the highest quality and ensuring our venues and services are open and accessible to all.
3. Recognising the importance of the safety and wellbeing of staff, volunteers and contractors during shifts and fostering an inclusive and communicative working environment.
4. Liaising with technical staff, and representatives of visiting performing companies, to ensure performances operate smoothly and on time.
5. Ensuring that hire and performance spaces are suitably locked/unlocked, prepared and tidied, and storage areas remain organised. This element of the job role includes lifting and carrying a range of furniture and equipment.
6. Maintain a working knowledge of building facilities and equipment including fire and burglar alarm systems.
7. Maintain a working knowledge of the Haverhill Town Council's IT systems including the box office and booking applications.

Communicating regularly, and in a timely fashion, with senior managers of any issues that may arise such as those involving Health and Safety, customer complaints, staffing issues and financial irregularities.

9. To assist with other duties as required, including working with the box office, catering, outdoor events and technical departments.

10. Such other reasonable duties as might be expected for this role a. The Haverhill Arts Centre building.

b. Cash and card facilities.

c. Catering and bar stock.

d. Equipment.

e. Keys and electronic locks.

## **Special Notes**

- The post holder will be expected to act on their own initiative and make decisions within the remit of the job description.
- The post holder will be expected to very regularly work weekends, evenings and other unsocial hours.

## **Specific Supervisory Responsibilities**

### **1. Staff**

Supervision of staff including those working in the bar/box office plus any ushers whether employed or voluntary.

### **2. Financial and equipment**

Maintain security of:

- a. The Haverhill Arts Centre building.
- b. Cash and Card facilities.
- c. Catering and bar stock.
- d. Equipment.
- e. Keys and electronic locks.

### **3. Technical Areas**

Safe operation of technical equipment as/when required.

### **4. Licensing**

- a. Prevention of crime and disorder.
- b. Public safety.
- c. Prevention of public nuisance.
- d. Protection of children and vulnerable adults from harm.

### **5. External**

- a. The safety of the general public.
- b. Visiting company performers and staff.
- c. Hirers, customers, visitors and audiences.
- d. Door supervisors.

<b>PERSON SPECIFICATION CASUAL DUTY MANAGER</b>		
<b>Essential</b>	<b>Desirable</b>	<b>How Tested</b>
Must be 18 or older at the time of application and must have the right to work in the UK.		ID document
<i><b>Qualifications</b></i>		
An understanding of the health and safety responsibilities of a Duty Manager.	Fire marshal, First aid, Food Safety certification.	Application form/interview
Good standard of spoken and written English		Application form/interview
<i><b>Experience</b></i>		
Ability to lead a team and experience of staff supervision	Previous experience of event management in an arts/theatre/cultural environment	Application form/interview
Experience of working in a public venue.	Experience of bar work and box office systems	Application form/interview
Previous experience of being responsible for the locking/unlocking of a building and knowledge of fire drills/evacuation procedures		Application form/interview
<i><b>Special Aptitudes</b></i>		Application form/interview
Reliable and well organised.		Application form/interview/references
Ability to act quickly and efficiently to solve operational problems under pressure		Application form/interview/references
Excellent communication skills with a bright, polite and friendly manner.		Application form/interview
Willing to work unsociable hours and adopt a flexible approach to each working day		Application form/interview
Ability to work without supervision		Application form/interview
Clean and smart appearance		Application form/interview
Accuracy and attention to detail		Application form/interview

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