



## **JOB DESCRIPTION**

<b>JOB TITLE:</b>	<b>Duty Manager</b>
<b>DEPARTMENT:</b>	<b>Transformation and Resources Partnerships and Communities Waterside Arts Centre</b>
<b>GRADE:</b>	<b>Band 4</b>
<b>HOURS:</b>	<b>10 &amp; 15 hours per week</b>
<b>DIRECTLY RESPONSIBLE TO:</b>	<b>Front of House Manager</b>
<b>DIRECTLY RESPONSIBLE FOR:</b>	<b>N/A</b>

### **Main Purpose of the Job:**

The Duty Manager will be responsible for managing all aspects of front of house during events at Waterside Arts Centre (WAC). This includes being the main point of contact for customers, managing the event team and security staff, liaising with the technical department, visiting companies and promoters. The duty manager is also responsible for all aspects of front of house health and safety.

### **Main Duties:**

- ❖ To coordinate the smooth running of events at Waterside Arts Centre, as directed by the Front of House Manager. During events the Duty Manager will work independently directing staff and liaising with promoters and companies using the centre to ensure successful events
- ❖ To provide excellent customer service, ensuring visitors are welcomed into the arts centre and receive a positive experience while attending the venue. The Duty Manager will deal with any customer complaints or issues raised during their shift and refer them to senior management where appropriate.
- ❖ To be a key holder for the Waterside Arts Centre, responsible for opening and closing the venue and setting alarms.

- ❖ To lead on front of house health and safety procedures for the building and its occupants (e.g. fire evacuating, bomb alert, or other such issues) and to be responsible for ensuring the correct emergency and evacuation procedures for the building are followed.
- ❖ To ensure all aspects of WAC's licence are adhered to regarding events and sales of alcohol. To ensure all FOH staff follow legal requirements and to train new members of staff in these, following the Gallery Bar induction pack.
- ❖ To support the Front of House Manager with the smooth running of the bars at WAC, including stock management. To manage the bar during events including cashing up.
- ❖ To liaise, as appropriate, with Engie staff to ensure the safety and security of the building and the public.
- ❖ To ensure, on a daily basis, that there is an efficient information hand-over to appropriate Waterside Arts Centre staff for times when not on duty.
- ❖ To conduct building tours and provide information to potential hirers, as necessary.
- ❖ At the end of each shift to ensure the bar and other spaces are clean and tidy and left ready for the next event. To liaise with Engie where necessary concerning cleaning and maintenance.
- ❖ To ensure any access requirement of customers are met.
- ❖ To attend regular front of house staff meetings.
- ❖ To undertake such other duties appropriate to the post as may reasonably be required by the Employer in compliance with the Contract of Employment.

### **Health and Safety**

To operate safely within the workplace with regard to the Council's health and safety policies, procedures and safe working practices. To be responsible for your own Health and Safety and that of other employees.

### **Equalities & Diversity**

To work within the Council's Equalities and Diversity Policy, embracing through personal example, open commitment and clear action that diversity is positively valued, resulting in access for all by ensuring fair treatment in employment, service delivery and external communications.

## **Customer Care**

To continually review, develop and improve systems, processes and services in support of the Council's pursuit of excellence in service delivery. To recognise the value of its people as a resource.

## **Training and Development**

To identify training and development needs with your manager, taking an active part in your Personal Development and Review Plan. To access development opportunities as they arise and share learning with others and where appropriate, actively encourage a learning environment and development within others.

## **Policy**

To work at all times within the established policies and practices of the Council, within the framework established by the Council Constitution and associated guidance.

## **Confidentiality**

To adhere to the Council's policies and procedures on confidentiality and the management and sharing of information

Date revised: 29th March 2016

Revised by: Kerry Purnell

## **PERSON SPECIFICATION**

**JOB TITLE:** Duty Manager

**DEPARTMENT:** TRANSFORMATION & RESOURCES  
Partnerships & Communities  
Waterside Arts Centre

**GRADE:** Band 4

**STAGE ONE:** Disabled candidates are guaranteed an interview if they meet the essential criteria

<b><i>MINIMUM ESSENTIAL REQUIREMENTS</i></b>	<b><i>METHOD OF ASSESSMENT *</i></b>
<b>1. Qualifications/Training etc.</b>	
GCSE Maths & English (Grade C) or equivalent	C
<b>2. Knowledge and Experience</b>	
At least one year relevant experience in a supervisory position in a similar arts/leisure/hospitality service environment	A/I
Experience of supervising, managing and motivating both teams and individuals.	A/I
Knowledge and ability to develop and follow systems and procedures for working practices for all operational areas dealing with the public and users (e.g. Front of House, Ticketing, etc.)	A/I
Interest and enthusiasm for working in an arts and cultural environment.	A/I
Effective and versatile communication skills, in particular the ability to communicate verbally with a wide range of people including young people, community groups, staff, artists, fire authorities, police, promoters, statutory organisations.	A/I
Basic IT skills. Familiarity with and confidence in the use of PC software applications for word-processing, spreadsheets, databases, email and the Internet.	A
Ability to work under pressure whilst maintaining a calm approach towards front-line customer care issues.	A/I
Ability to work unsupervised/on own initiative	A/I

Demonstrate understanding of excellent customer service and the ability to implement customer care policies.	A/I
A demonstrable awareness of Health & Safety issues and knowledge of good practice with regard to Health & Safety in a public venue	I

**\* Method of Assessment**

**A** = Application form, **C** = Certificate, **E** = Exercise, **I** = Interview,  
**P** = Presentation, **T** = Test, **AC** = Assessment centre

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