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**Duty Manager Job Description**

**Job title: DUTY MANAGER**

**Responsible to: FOH MANAGER**

**Responsible for: CUSTOMER SERVICE TEAM**

**Key Relationships: OPERATIONS AND ACCESS MANAGER, OTHER DUTY MANAGERS, CATERING MANAGER, CATERING ASSISTANTS.**

**Purpose of Post**

Primarily responsible for duty management of the building. To assist in the management of the public areas of the building including the café, bar and box office, ensuring customer service excellence whilst maintaining the safety and security of customers, visitors and staff. To maximise sales where possible and motivate staff teams in the delivery of shows, events and building activity.

**RESPONSIBILITIES:**

* Duty management of all events, activities and productions in the building including opening and closing checks in line with procedures.
* Ensure that the highest standards of customer service are maintained.
* Maintain a comfortable environment within the venue at all times ensuring that show specific experiences are created – i.e. background music/ foyer layout etc.
* Management of customer service assistants, ensuring that the team is motivated and confident of all of the objectives of the shift.
* Ensure that the flow of information, both within and beyond the department, is clear accurate and timely.
* To provide reports as requested, in an efficient manner, ensuring that all feedback is collated and communicated appropriately.
* Provide a high level of customer service, dealing with feedback and follow up of specific points by immediate action or in consultation.
* Liaise with the café, bar, box office and front of house teams to ensure consistent briefing and communication with the teams.
* Monitoring of staffing attendance to ensure adequate presence of fire management and security.
* Maintain a pleasant, positive presence within the venue at all times.
* Work with software packages such as Microsoft Office, Spektrix and Midas to manage effective operation, the reporting and gathering of data (audience and sales).
* Promote and communicate Derby Theatre’s values and culture to both internal and external customers.
* Ensure that the venue is presented to the highest standard of cleanliness and presentation at all times.
* Ensure that all access requirements within the shift are identified, planned for and communicated and that the venue is always as accessible as possible.
* Responsibility for cash handling, float checks (for café, bar and sales tills) and reconciliation including verification of income.
* Undertake any other duties as may be reasonably required in the course of the shift and as requested by the Operations and Access Manager. This may include deputising during leave/days off and completing tasks in their absence.

This job description is intended as a guide to the nature of the work required of this position, it is neither wholly comprehensive nor restrictive and is subject to review.

**PERSON SPECIFICATION**

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| **Criteria** | **Essential/Desirable** | **Method of Assessment** |
| **Knowledge and Skills** |  |  |
| Good English and Maths skills | **Essential** | Application, interview |
| Excellent written and verbal communication skills | **Essential** | Application, interview |
| Excellent customer service skills and able to lead by example | **Essential** | Application, interview |
| General computer literacy (Microsoft Office: Word, Excel, Outlook, etc.) | **Essential** | Application, interview |
| Familiarity with EPOS systems | Desirable | Application, interview |
| Knowledge of access, disability, and health and safety issues | Desirable | Application, interview |
| First Aid at Work qualification | Desirable | Application, document check |
| **Experience** |  |  |
| Experience of working in a fast paced, high standard service environment | **Essential** | Application, interview |
| Experience of cash handling and reconciliation | **Essential** | Application, interview |
| Some experience of working in a catering/bar environment or willingness to learn | **Essential** | Application, interview |
| Experience or interest in working in a theatre or arts environment | Desirable | Application, interview |
| Experience in management of stock and/or merchandise | Desirable | Application, interview |
| One year’s previous experience as a Supervisor/Duty Manager or clear examples in which you have shown supervisory skills in a public venue | Desirable | Application, interview |
| **Personal Attributes** |  |  |
| Ability to maintain high standards of adaptability, while working under pressure | **Essential** | Application, interview |
| Proven ability to work confidently and effectively with a wide range of people, e.g. customers, students, VIPs, other staff and visiting companies | **Essential** | Application, interview |
| Genuine interest in working with customers and able to offer consistently excellent levels of customer care | **Essential** | Application, interview |
| Sales oriented and target-driven approach | **Essential** | Application, interview |
| Enthusiastic and committed, with an ability to work independently as well as part of a team | **Essential** | Application, interview |
| Ability to work flexibly including evenings and at weekends as required | **Essential** | Interview |
| Punctual, smart and well-presented at all times | **Essential** | Interview |
| Willingness to embrace Derby Theatre’s values | Desirable | Interview |

**MAIN TERMS & CONDITIONS OF SERVICE**

**Salary:** £12.25 per hour

**Hours:** Casual contract, more during busy periods, mainly evenings and weekends

**Holiday:** Paid on a monthly basis in accordance with hours worked

**Probation:** The post is subject to a three month probationary period (with a notice period of 1 month)

**Notice** One week

**Benefits:** Derby Theatre operates a NEST contributory pension scheme, Complimentary or discounted tickets to selected shows (non-transferable and subject to availability), Cycle to Work scheme

**Other Terms** In accordance with BECTU and the Derby Theatre House Agreement

**HOW TO APPLY**

If you do have any questions and/or wish to have an informal chat, prior to applying, please contact Ruth Brailsford [r.brailsford@derby.ac.uk](mailto:r.brailsford@derby.ac.uk).

**Closing Date:** Tuesday 15th October 9am.

**Interview Date:** Wednesday 23rd October