Reporting to- Duty Manager

Department – General Management – Operations

**Contract Type- Casual**

Duty Manager (Casual)

**Principle Purpose of the role**

To be responsible for all aspects of front of house operations ensuring that the highest standards are maintained across the building in relation to customer care and service, safety, security and presentation.

**Planning and delivery**

**House Management**

* To have overall responsibility for the running of the building when on duty, ensuring hires and events run to the highest standards on the day and that the building is clean and fit for purpose for audiences, users, hirers and artists alike.
* To lead and motivate the front of house team to deliver excellent standards of customer care, ensuring the comfort and safety of the public, artistes, visitors and staff at all times and particularly during performances.
* Ensure compliance with conditions of premises licences, internal policy and practice relating to fire, health & safety, building security and customer service. With specific responsibility for staff training regarding emergency evacuation procedures, fire safety, first aid and customer service.
* Ensure that performances commence as planned and run smoothly.
* To support the promotion of the venue and its spaces for conferencing and events. Acting as a key contact for organisers and assisting with event delivery as required.
* To act as brand guardian ensuring all Front of House areas are as well presented as possible in terms of cleanliness and maintenance liaising with the marketing department on all front of house publicity and digital signage ensuring material is relevant and up to date at all times.
* Responsible for overseeing the efficient and effective running of cleaning and security services. Ensuring that standards are maintained and the building is presented to a consistently high standard.
* Responsible for ensuring all function rooms are set and ready as specified by the hirer.
* Ensuring and monitoring the levels of service provided by any third-party service provider are consistent with Lighthouse policies and values.
* Taking on specific projects within the department that relate to customer service security or safety.

**Staff Management**

* To be responsible for the efficient, professional, and effective running of the front of house teams. Ensuring adequate staffing for events within defined staffing budgets.
* Effectively brief and empower staff to deliver excellent customer service at all times.
* Lead by example and demonstrate commitment to excellent service and standards at all times.

**Communication**

* Manage and maintain excellent relationships with our partners and promoters, hirers, visiting managers, resident artists and internal teams to continue to develop the programme and maximise net revenue for Poole Arts Trust.
* Act as the key contact for customers, artists and companies visiting the venue both in advance and on the day of the performance.

**Finance**

* Control and work within relevant budgets and ensure all financial and policy matters are managed in accordance with Lighthouse procedures.

**Health and Safety**

* Ensure all health and safety procedures are communicated, leading staff in their application and training in their use. Ensuring obligations are always met.
* Adhere to health and safety legislation and Poole Arts Trust’s policies and procedures.
* To act as Evacuation Co-ordinator when on duty and as an emergency contact for security and safety issues as required.
* To minimise the Trust’s environmental impact wherever possible adhering to and supporting its Sustainability Policy. To include recycling, switching off lights, computers, and equipment when not in use. Helping to reduce paper waste by minimising printing/copying, reducing water usage and reporting faults and heating/cooling concerns promptly.

**Training**

* Take responsibility for their own training and development, including attending and completing relevant induction and mandatory training. Core Training will cover Online IHASCO training and Health and safety as part of the induction.
* To participate with their review process with their line manager, every 6 months and to take up opportunities identified as part of their learning and development.
* To ensure staff are attending and completing all mandatory training and staff who fail to attend/complete training escalating the issue to HR.
* To ensure that the details of all training and development needs identified in performance and wellbeing appraisals, one to one meeting and on the job are forwarded to HR to action.
* To assist with delivery of employees training and development where appropriate.

**Representation**

* Represent Lighthouse at performances, meetings, and events, as and when required.

**Diversity**

To be aware of and embrace the EDIB culture at Lighthouse at all times.

**Values**

Work to and promote the Lighthouse values of being Aspirational, Welcoming & Excellence.

**Personal specification**

Experience and knowledge

Essential

* Significant experience in a role involving front line customer service.
* Demonstratable understanding of Health and Safety and licensing issues in a venue licenced for public entertainment.
* Demonstrate understanding of customer care issues, particularly in relation to a building that is responsive to the needs of diverse communities and a variety of users.
* Proven supervisory and motivation skills.
* Ability to train and inspire a team.
* Able and willing to deal with difficult customers and evoke company policy
* Excellent organisational skills with strong attention to detail.
* Ability to work flexibly with regular evening and weekend work.
* Computer literate, with good working knowledge of Microsoft office.
* Good general level of formal education (Including English and Maths GCSE or equivalent passes)

**Desirable**

* Experience of working in a leisure/ entertainment environment with seasonal trade.
* Personal license, first aid certificate, fire safety/ fire warden training.
* Experience of managing large scale events.
* Knowledge and passion for the arts.

**Competencies and skills**

* Confident, conscientious, enthusiastic, and professional with a good sense of humour and a positive outlook with a ‘can-do’ approach.
* Excellent communication and interpersonal skills with the ability to present information in a manner appropriate to the audience, draft correspondence, and email responses.
* Ability to work unsupervised and take responsibility.
* Ability to work under pressure, meet deadlines and make decisions.
* Open minded and able to see the potential in any given situation and proactively looking to maximise all opportunities.

**Personal characteristics**

* Must enjoy working with people and be customer focused.
* Adaptable to change.
* Smart tidy and professional appearance at all times when customer facing.
* Practical, Proactive and results orientated.
* Tactful, approachable, discreet and diplomatic.
* Flexible and reliable.