

JOB DESCRIPTION

POST: **CASUAL DUTY MANAGER**

RESPONSIBLE TO: **Theatre Manager**

RESPONSIBLE FOR: **Volunteer Stewards**

HOURS OF WORK: **Variable**

LOCATION: **Jersey Opera House or any external site**

Purpose of job: To ensure the safety and comfort of customers, artists, promoters and staff and the smooth running of all Front of House operations including all performances.

Key tasks:

- 1 To undertake duty management of the theatre
- 2 To undertake pre show safety checks inclusive of unlocking fire exits and checking emergency lighting
- 3 To liaise with visiting companies, artists and management regarding their requirements
- 4 To be responsible for the security of the building, including the setting of alarms
- 5 To be responsible, in conjunction with the Duty Technician, for the evacuation of the building in an emergency situation
- 6 To supervise all front of house staff and ensure that staff carry out their duties satisfactorily with particular regard for health and safety
- 7 To ensure the best possible standards of customer service for all promoters, artists and customers using the theatre
- 8 To manage and coordinate the theatre's team of voluntary stewards ensuring that sufficient numbers are on duty to meet the fire authorities' requirements
- 9 To ensure that all voluntary stewards have the training and resources necessary to carry out their jobs efficiently and safely
- 10 To be a nominated first aider for the organisation, training will be provided if necessary
- 11 To be responsible with an appropriately trained person for the safe removal and return of the auditorium seating

- 12 To ensure the proper collection of monies received for merchandise and programme sales
- 13 To liaise and co-operate with other departments within the Opera House at all times
- 14 To adhere to the general policies including Health & Safety and Equal Opportunities undertaking such duties as may be required to implement them
- 15 To undertake any ad hoc duties required in line with the defined businesses strategy and overall development of the organisation as requested by the Theatre Director

PERSON SPECIFICATION

Skills:

- Ability to supervise staff effectively
- Computer literate especially in Microsoft Word and Excel
- Good oral and written communication skills
- High level of numeracy and literacy
- Commitment to the provision of excellent customer service
- Commitment to Equal Opportunities
- Ability to operate a computerised ticketing system – training will be given

Experience:

- Previous supervision of personnel in a front-line service
- Previous experience in working face to face with general public
- Experience of cash handling and cashing up procedures

Personality:

- Ability to work as part of a team but also unsupervised
- Ability to work in a pressurised environment and maintain a sense of humour
- Ability to solve problems quickly and efficiently
- High degree of self-motivation
- Ability to work unsociable hours, weekends and bank holidays