

## JOB DESCRIPTION

<b>POST:</b>	<b>Casual Duty Manager</b>
<b>RESPONSIBLE TO:</b>	<b>Theatre Manager</b>
<b>HOURS OF WORK:</b>	<b>As and when required</b>
<b>LOCATION:</b>	<b>Jersey Opera House or any external event</b>
<b>SALARY:</b>	<b>£12.98 per hour plus 4% rolled up holiday pay</b>
<b>PURPOSE OF JOB:</b>	<b>To ensure the safety and comfort of customers, artists, promoters and staff and the smooth running of all front of house operations.</b>

### Key tasks:

- ❖ To undertake duty management of the theatre.
- ❖ To undertake pre show safety checks inclusive of unlocking fire exits and checking emergency lighting.
- ❖ To liaise with visiting companies, artists and management regarding their requirements.
- ❖ To be responsible for the security of the building, including the setting of alarms.
- ❖ To be responsible, in conjunction with the Duty Technician, for the evacuation of the building in an emergency situation.
- ❖ To supervise all front of house staff and ensure that staff carry out their duties satisfactorily with particular regard for health and safety.
- ❖ To ensure the best possible standards of customer service for all promoters, artists and customers using the theatre.
- ❖ To manage and coordinate the theatre's team of voluntary stewards ensuring that sufficient numbers are on duty to meet the fire authorities' requirements.
- ❖ To ensure that all voluntary stewards have the training and resources necessary to carry out their jobs efficiently and safely.
- ❖ To be a nominated first aider for the organisation (training will be provided if necessary).
- ❖ To be responsible with an appropriately trained person for the safe removal and return of the auditorium seating.
- ❖ To ensure the proper collection of monies received for merchandise and programme sales.
- ❖ To liaise and co-operate with other departments within the Opera House at all times.
- ❖ To adhere to the general policies including Health & Safety and Equal Opportunities undertaking such duties as may be required to implement them.
- ❖ 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