

# Colchester Arts Centre

## Duty Manager

### Job Description

Responsible to: Front of House Manager  
Responsible for: Box Office Supervisors, volunteers, artists and promoters.  
Rate of Pay: £9.50 per hour  
Contract: Casual

### Main purpose

To ensure the smooth running of events at the Arts Centre. To deliver exceptional customer service and adhere to all current licensing and health and safety policies. To act as main point of contact on the night and report on all relevant matters post production.

### Main Duties

#### Duties

- To open or close the building in accordance with the set procedure, as required.
- To carry out a full fire safety check of the entire building at the start of each shift and immediately action any areas of concern.
- To work with the Front of House Manager to ensure the building complies with all health and safety and licensing policies.
- To undertake and record all regular compliance checks.
- To take a lead role in the managing of incidents and emergencies whilst on duty.
- To ensure the public areas, foyer, auditorium and toilets are presentable and welcoming at all times.
- To undertake the cashing up of all front of house floats.
- To accurately record front of house staff and volunteers attendance.
- To ensure all front of house print, displays and merchandise are tidy and well stocked at all times.
- To deliver outstanding customer service.
- To confidently supervise and motivate all Front of House staff and volunteers.
- To deputise for the Front of House Manager in their absence ensuring the venue is safe and secure at all times. This includes being a key holder and being responsible for the security of the building when opening and locking up.

#### Performances

- To confidently disseminate the current show fire evacuation procedure to staff and crew.
- To take responsibility for the calm and efficient evacuation of the entire venue in the event of an emergency if required.
- To actively support Technical and Production teams to ensure all performance spaces are presentable and safe and are maintained pre and post show.
- To actively maintain all public spaces front of house ensuring a safe and welcoming environment is upheld.
- To liaise with Technical and Production staff to co-ordinate the smooth delivery of every performance.

- To accommodate latecomers and always plan ahead to ensure there is sufficient accessible seating available.
- To supervise and motivate front of house staff and volunteers ensuring they are helpful and knowledgeable when assisting customers.
- To allocate pre and post show tasks to front of house staff and volunteers. This will include selling merchandise, handing out exit flyers and freesheets, assisting stage management and checking tickets.

### Events

- To support the Front of House Manager and Production Manager in the smooth delivery of all internal and external events at the Arts Centre.

### Box Office

- To be fully Box Office trained and responsible for dealing with enquiries on the night.
- To deputise in the absence of the Box Office Administrator encouraging an efficient and professional working environment.

### Bar

- To be fully Bar trained and responsible for serving customers in a helpful and efficient manner when covering breaks or during busy shows.

### General

- To act always in the best interest of the Arts Centre.
- To act at all times in accordance with Arts Centres' policies and procedures.
- To provide excellent customer care to all visitors to the Arts Centre.
- To actively keep up to date with the artistic programme.
- To actively contribute to some of the wider policies and objectives of the Arts Centre aims and objectives i.e. Green team initiatives
- To adhere to the Arts Centres policies, including Equalities (including diversity, access, equal opportunities) and Environmental policies.
- To actively adhere to and implement the Arts Centres Health and Safety policy.
- To liaise with the Programmers where necessary with external hires and events.
- Any other duties as reasonably required.

## Person specification

It is **essential** that the Duty Manager has:

- Keen interest in the arts and in particular the Arts Centre.
- Excellent organisational skills and ability to multi task.
- A proven efficient self-starter who is able to take responsibility and exercise initiative, when appropriate, whilst also enjoying being a team member.
- Experience of motivating people on shift.
- A calm, polite and efficient manner.
- Strong communications skills.
- Strong IT skills, in particular using Microsoft Office applications.
- Commitment to high levels of customer service, with experience of dealing with customers both in person and on the telephone.
- Proven ability in cash handling.

It is **desirable** that the Duty Manager has:

- Experience of working in an arts venue.
- Experience of computerised ticketing systems in particular Spektrix.
- Experience of duty managing.
- Experience of working in a bar.
- Hold a valid first aid qualification.