

LAWRENCE BATLEY THEATRE HUDDERSFIELD



Visitor Experience Department

Job Profile

Casual Duty Manager

Job title: Casual Duty Manager

Main purpose of job: The Lawrence Batley Theatre needs a highly motivated and capable Duty Manager to join us on a casually employed basis. You will have a passion for delivering the best in customer service and be motivated to represent the Visitor Experience Department. You will contribute to the management of our frontline services, by co-ordinating and motivating a team of multiskilled staff and volunteers. You will ensure that our customers have an enjoyable and safe experience, being responsible on a duty-shift basis, for managing the front-of-house operations in live entertainment and audience management. You will manage the venue and staff to include provision of stewards, bars, merchandise, kiosk and box office.

Reporting to the Senior Visitor Experience Manager and Front-of-House Manager, you will be responsible for health and safety, sales and service provision and representing the theatre in exceeding customer expectations.

Responsible to: Senior Visitor Experience Manager / Head of Visitor Experience

Responsible for: Visitor Experience Assistants / Volunteer Stewards / Public and visiting companies

Working relationships with: Visitor Experience Management Team, Technical and Facilities Management

Responsibilities:

Outline

- To be responsible in delivering the customer experience and driving sales
- Supervise and lead all front of house staff on shift
- To be an ambassador for the LBT, upholding values and standards and taking full responsibility for public and staff whilst on duty
- To uphold, with the Duty Technician, all health and safety regulations and protocols for evacuation
- To uphold the Licensing Act 2003, particularly regarding the sale of alcohol
- Production of duty rota's, show briefings and reports
- Cash reconciliations
- Liaise with company managers and event organisers
- Be a responsible key holder

Customer Experience Management

- Provide an excellent welcome to all patrons
- Follow duty management procedures including opening and closing the building, being responsible for the public and offering full support to associated functions and events
- To complete show reports in an effective and timely manner
- Ensure all FOH staff perform to the highest level and offer the best customer service

- Take effective action to resolve issues, acting within established protocols and guidelines whilst using own initiative to bring about positive outcomes
- Support the Volunteer Stewards giving effective briefings and guidance. Contribute to training new recruits as required
- Oversee and support the operation of the theatre bar, box office, kiosk and merchandise stall

Sales

- Encourage sales and drive targets
- To support the business aims of the theatre including ensuring that all sales points are well presented and correctly stocked and that stock management procedures are adhered to
- Ensure programme and merchandise sales opportunities are maximised

Health & Safety

- Lead evacuations
- Ensure all areas are safe for public use and relevant checks/paperwork completed
- Complete first aid and incident reports as required

Values & Standards

- Complete all administrative tasks to required standard
- Ensure the building is maintained in a presentable manner
- Communicate appropriately and effectively
- Act with authority and responsibility
- Support training initiatives
- Support volunteer steward development

Qualification / Experience:

Essential:

- Good standard of literacy and numeracy
- At least 12 months experience in a customer facing environment, including experience in theatre or entertainment industry.
- Supervisory experience / Staff management
- Cash handling

Desirable:

- At least 12 months experience working in a Front of House/theatrical environment
- An understanding of working with Volunteers
- Previously held a position of responsibility
- First Aid trained

Personal Attributes:

- Presentable and professional attitude
- Strong communication and interpersonal skills
- Organised and able to time manage
- Leadership and the ability to motivate others
- Calm under pressure and able to deal with conflict
- Willingness to complete First Aid training
- Willingness to learn, develop, and improve
- Able to provide own transport
- Interest in the Arts

Terms & Conditions

Pay: £11.30 per hour

Hours: This is a casual position requiring flexibility. Evening and weekend work will be required. Availability for a minimum of 2 shifts per month is expected.

Holidays: Holiday pay entitlement is accrued against hours worked.

Notice period: Two weeks

Standard terms and conditions of the Lawrence Batley Theatre apply.