

## Role Description

**Role Title:** Duty Manager

**Location:** Octagon Theatre and Westlands Entertainment Venue, Yeovil

**Job Family:** Customer Focussed

**Hours of Work:** Casual (as and when required)

**Reports to:** Front of House Managers

**Supervisory Responsibilities:** Front of House and Catering Staff, Housekeeping, Foyer Club volunteers

**Grade:** 3

**Allowances:** N/A

### Main purpose

The Front of House team is responsible for presentation and customer service aspects of our business. Our goal is to offer an exceptional welcome in a clean and comfortable environment, providing excellent customer service and helping to create memorable experiences that encourage return visits, whether for business or pleasure.

Whilst enhancing the customer experience and reputation of the venues, the team also plays an important role in ensuring the front of house services maximise income generating opportunities to support the sustainability of the wider business.

### Key tasks

#### Key Responsibilities

To manage all public areas of the venue to ensure the safety, security and wellbeing of our customers, together with the effective provision food and drink and other ancillary services.

#### Core Tasks

- Ensure that visiting companies and patrons receive high standards of customer care and service delivery from all members of the Front of House team (Cafe Bar staff and volunteer stewards).
- To ensure the safety of all customers and staff whilst at our venues, including conducting all necessary Health & Safety checks and compliance with licensing requirements before and during every performance.
- To monitor the Foyer Club rota and take any necessary steps to ensure adequate cover for all imminent shows/events, briefing and allocating roles for Foyer Club volunteers for the day's show(s).



- To monitor the Cafe Bar rota (in conjunction with the Catering & Chef Manager/Catering Team Leader) and take any necessary steps to ensure adequate cover and allocation of duties for all imminent shows/events.
- To ensure that all cafe bar staff are suitably trained and comply with licensing conditions in respect of the provision and supply of alcohol.
- To be responsible for the implementation and following of financial procedures concerning the processing of all transactions, including allocation of floats and cashing up.
- To secure the building at the end of the day.
- To act as duty manager for functions, meetings or other events, liaising with organisers as required to assist with the smooth running of the event.

## Stock Control & Purchasing

- Ensure appropriate management and control of stocks to maximise sales opportunities whilst minimising waste.
- Ensure that all wastage is properly recorded at all times.
- Challenge poor practice or any sign of dishonest behaviour, reporting any missing stock or concerns to line manager immediately.
- Ensure that deliveries received when on duty are checked for quality and damage, confirming that delivery notes are accurately matched to invoices before being passed for payment.
- Assist with monthly or other stocktakes as requested.

## Business Development

- Ensure the venues and our services are promoted positively at all times, encouraging repeat business.
- Dealing with all enquiries as promptly and effectively as possible, passing to colleagues for further action if required.
- Actively contribute towards the ongoing development of our reputation as premiere venues in Somerset
- Liaise with contractors and customers as required to maximise efficiency and the smooth running of events.
- Meet with potential event organisers if requested to assist with the effective organising of their events.

## Health, Safety & Hygiene

- Maintain a safe environment at all times, dealing with or reporting any concerns promptly, liaising with the duty technician or a senior manager for any significant matters if immediate concern.
- Deal with any first aid incidents as required.
- Ensure catering staff comply with hygiene rules and follow cleaning schedules and procedures.
- Report damaged or broken items, ensuring that any item or issue that poses a hazard is made safe immediately.
- Ensure compliance by yourself and other staff with all relevant health and safety procedures, licensing conditions, council policy and relevant legislation, reporting any problems or concerns immediately to the House Manager.

## Team and financial Management

- To ensure that all Front of House staff and volunteers are suitably trained in emergency and evacuation procedures and understand their specific responsibilities.
- To highlight service improvement ideas to the Front of House and Operations Managers.
- To ensure the housekeeping team have completed all cleaning to a high standard, reporting any concerns.
- To follow all appropriate procedures concerning cashing up and cash handling.
- Assist the Front of House Manager with the training and development of team members.
- To motivate and communicate positively with all staff and volunteers.
- In addition, all staff are required to:
  - Carry out duties in a safe and proper manner both for themselves and for the wellbeing of others
  - Provide a good level of customer care both within the Council and for the public/ external bodies
  - To carry out duties in accordance with the Council's Diversity/ Equality policy
  - To assist in such other duties as may be allocated for the benefit of the organisation and their own personal development.
  - In pursuing a practice of continuous improvement and in seeking to ensure best value in all aspects of the service, take a positive approach to finding new ways of working and to using opportunities offered by technological change.

This Role Description is not a definitive statement of your contractual obligations and could be subject to change.

## Key Results

- Delivery of high quality, welcoming front of house service to support the venue programme of work and booked functions
- Provision of clean, safe and well maintained venues
- Positive customer feedback
- Motivated, inspired and happy team

## Additional Notes

The post holder will be required to work anti-social hours, including evenings, weekends and bank holidays.



## Personal Specification

### Professional and educational qualifications

Essential	Desirable
<ul style="list-style-type: none"><li>Numerate and literate to GCSE level or equivalent.</li></ul>	<ul style="list-style-type: none"><li>Customer Service qualification</li><li>Licensing qualification</li><li>First Aid at Work qualified</li></ul>

### Experience and personal qualities

Essential	Desirable
<ul style="list-style-type: none"><li>Working in a customer service environment</li><li>Positive, enthusiastic, approachable and confident</li><li>Honest &amp; Reliable</li><li>Smart personal appearance with ability to work neatly and accurately</li><li>Collaborative and inclusive</li><li>Organised, decisive and accountable</li><li>Focussed on delivery and problem solving</li><li>Driven by performance</li><li>Passion for customer service</li></ul>	<ul style="list-style-type: none"><li>Working in a demanding front-line environment</li><li>Working in an events or theatre customer service role</li><li>An interest in working in an arts environment</li></ul>

### Key Skills

Essential	Desirable
<ul style="list-style-type: none"><li>Strong leadership and communication skills to motivate your team</li><li>Good prioritization and time management skills with the ability to work to strict deadlines</li><li>Ability to stay calm when the pressure mounts</li><li>Strong keyboard/computer skills</li></ul>	<ul style="list-style-type: none"><li>People management, coaching and motivation</li><li>Innovation and creativity in securing solutions and problem solving</li></ul>



**Knowledge**

Essential	Desirable
	<ul style="list-style-type: none"><li>• Knowledge of theatre or event operations</li><li>• Knowledge of box office and ticketing systems</li><li>• Knowledge of licensing and health and safety legislation</li><li>• Knowledge of cafe bar operations and EPOS systems</li></ul>