

Duty Manager

SWINDON **WYVERN THEATRE** **& ARTS CENTRE**

Job Description Person Specification

July 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment

Swindon Wyvern and Arts Centre are two of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The **Wyvern Theatre** (635 seats) and **Arts Centre** (224 seats) are exciting places to work. Both venues offer a mixed programme of concerts, comedy, dance, drama, musical theatre and local amateur productions. We also host a wide range of hospitality and dining events throughout the year and hire our spaces for conferences, private parties and weddings. We are extremely proud of our venues. Our teams enjoy working in an ever-changing environment with people who have true passion and dedication. If you're looking to work in unique surroundings and in a role that allows you to drive your interests and ambitions forward, we may have just the job for you!

- Employment type:** Casual (0 hour contract)
- Salary:** £9.50 per hour
- Hours:** Working hours will include evenings, weekends and Bank Holidays.
- Work location:** You will be based at **Wyvern Theatre and Arts Centre** and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** The Duty Managers are responsible for the smooth and efficient day to day running of the front of house and hospitality operations. They lead and develop the team of volunteers and hospitality team members in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences and visitors alike. Duty Managers will represent Swindon Theatres and be the main contact when on shift to the public and visiting companies.
- Our ideal candidate:** The ideal candidate will have a proven track record in customer care with a strong ability to exercise initiative, take personal responsibility and resolve issues independently. A positive, solution focused attitude and the ability to work effectively under pressure. Flexibility to adapt quickly to demands in relation to duties and working hours which will include evenings and weekends.
- For an informal discussion contact:** Laura James, Theatre Director
laura@wyverntheatre.org.uk
- Closing date:** 30 July 2021 5pm
- How to apply:** Please complete an Application Form available at swindontheatres.co.uk and submit with a covering letter to laura@wyverntheatre.org.uk with the subject title 'Duty Manager'

REPORTING

You will report directly to the Hospitality Manager and/or the FOH Manager.

In this role, you will line manage the Hospitality Team Members, FOH Hosts and Volunteers.

KEY ACCOUNTABILITIES

Duty Management Operations

- Act as Duty Manager for the building on a rota basis, working evenings, weekends and bank holidays.
- Ensuring that systems and procedures for security are followed at all times and that correct opening up and locking up procedures are followed
- Implementing the correct emergency and evacuation procedures for the building including all relevant training, drills and briefings. Responsibility, when on duty, of all staff, volunteers, public and contractors to ensure their safety at all times.
- Liaison with the Visiting Company and Tour Managers as required as part of the show duty management responsibilities.
- Create and sustain positive FOH working relationships, ensuring effective communication and support.
- Act as a Duty Manager for performances / events and being first point of contact for customers and visiting companies.
- Completion of all related paperwork including, but not limited to, daily reports, sales figures and timesheets.
- To carry out regular checks ensuring all spaces, internal and external, all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not.

Hospitality Management Operations

- Along with all other FOH colleagues, contribution as required to the achievement of Swindon Theatres Business Plan, and its sale targets and objectives.
- Operation of all till points and knowledge of all required functions pertaining to the till/sales systems,
- A flexible attitude towards the operation of all points of sale and ability to move between stations when on duty. This may include Bar, Café, Restaurant, Merchandise, Events and other areas within the FOH department.
- Personal participation in all sales, hosting and promotional activities in respect of sales of all kinds, so as to maximise Spend per Head and customer service. Active upselling as part of every appropriate transaction, as a matter of course.
- Contribution to the achievement of Customer Service HGEM targets.
- Ensure compliance with all food hygiene and liquor licencing legislation.
- Managing the stocking of shelves, receiving and storing of deliveries, stock rotation, in line with procedures.
- Completion of cleaning records whilst on shift and tidying of all Hospitality and FOH areas as a matter of course, to ensure that the area is always a welcoming one for customers.

Staff Management

- Responsible for the effective supervision of all FOH staff and volunteers for all performances.

- Manage, develop and monitor the FOH team by adopting a hands-on approach to all aspects of the operational responsibility.
- Ensure all staff is aware of service standards and receive adequate training & support to enable them to deliver an excellent service at all times.
- Undertake team meetings as deemed appropriate to ensure the above key objectives are delivered.
- Support, motivate and nurture the volunteer and hospitality team to ensure they deliver a consistently excellent customer service.

Finance Management

- As directed by the Hospitality Manager and FOH Manager, ensure adequate stock controls are in place.
- Ensure security policies and financial procedures are adhered to.
- Maximise impulse buy and spend per head opportunities and ensure all points of sale and merchandising are relevant to the audience and customer type.

Guest Service Standards

- Ensure adherence to guest service standards throughout the FOH team.
- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- Actively lead all key services ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive each service through excellent leadership.

Other Duties and Responsibilities

- Ensure all operations adhere to relevant legislation, licensing conditions and Health & Safety Regulations.
- Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
- Undertake training and development as appropriate and keep apprised of developments in field of expertise.
- Carry out any other duties as appropriate to the post and as requested by the Hospitality Manager and FOH Manager.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend, and if required, note take meetings as required.

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

Experience

- Previous restaurant and bar management experience in a busy hospitality environment.
- Previous duty management experience in a busy entertainment venue.

Skills

- The ability to communicate effectively with colleagues, the public, stakeholders and industry professionals.
- Excellent organisational and planning skills and the ability to delegate effectively to others.
- The ability to work calmly and effectively in a pressurised work environment.

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A team player who leads from the front and by example.
- Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors and colleagues.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- Ability to respond flexibly to changing business needs and demands.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Ability and willingness to work flexible hours including evenings, weekends and Bank Holidays.
- A desire to undertake training, learning and development relevant to the job role.

Desirable

- Experience in managing a large team of volunteers and staff.
- Train the Trainer qualification and/or experience of delivering effective in-house training.
- An interest in live theatre and entertainment.