

**Role:** Casual Duty Manager

**Reports To:** Front of House & Cafe Bar Manager

**Responsible For:** All staff whilst on shift including Box Office Assistants, Volunteer Ushers and Cafe Bar Staff

**Salary:** £9.05ph

**Hours:** Casual / flexible

**Role Purpose:**

To be the friendly, professional and efficient public face of The Electric Theatre by ensuring the smooth running of Theatre events, delivering excellent customer care and taking responsibility for the health, safety and welfare of staff and patrons whilst on shift.

**Main Responsibilities:**

- To have overall responsibility for the building, patrons and staff whilst on shift. Ensuring that any operational issues are dealt with promptly.
- To carry out pre-show checks, staff briefings and post-show reports.
- To ensure all Front of House operations run smoothly during an event and that all event details are delivered correctly.
- To liaise with visiting Companies / Hirers regarding Theatre procedures.
- To ensure all staff are suitably briefed prior to an events, as well as making event related decisions, providing support and advice to staff when required.
- To manage and deliver all Front of House guidelines and standard operating procedures.
- To ensure suitable First Aid provision is available.
- To deal with and rectify where possible, any complaints. Or to give the customer satisfactory line of complaint to the Theatre Operations Manager when needed.
- To provide the Theatre management with feedback regarding problematic areas of service delivery, or to highlight successful aspects of an event.
- To be responsible for the security of the building at all times, including following unlocking and locking procedures.
- To be familiar with and understand relevant licenses to ensure that the theatre is operating legally.
- Any other duties as may be required by the Theatre Operations or Front of House & Cafe Bar Manager.
- To take the lead operational responsibility for the security of the building at evenings and weekends, ensuring that The Electric Theatre procedures are carried out diligently.
- Take responsibility for cashing up and all associated financial procedures. Including change floats, bar till, ice creams etc.
- Act as the face of the theatre for all visitors and audiences during show times.

PERSON SPECIFICATION	E	D
An undergraduate qualification in a related subject		X
Excellent oral and written communication skills	X	
A background in the arts, preferably within a theatre environment.		X
Previous experience in Hospitality in a management role	X	
Commercial events management experience		X
Experience of Theatre Management		X

**Personal Specification:**

- High standards of customer service and presentation
- Excellent communication and interpersonal skills
- Able to be flexible in working hours
- Able to communicate effectively
- Flexible and proactive approach
- Collaborative team player
- Ability to work under pressure and to tight deadlines

This job purpose reflects the core activities of the post. As the Department and the post-holder develop, there will inevitably be some changes to the duties for which the post is responsible, and possibly to the emphasis of the post itself. ACM expects that the post-holder will recognise this and will adopt a flexible approach to work. This could include undertaking relevant training where necessary. Should significant changes to the job purpose become necessary, the post-holder will be consulted and the changes reflected in a revised job purpose.

**Application:**

Please fill in an ACM application form which can be found on website [www.acm.ac.uk/jobs-acm](http://www.acm.ac.uk/jobs-acm) and email to [joanna@electric.theatre](mailto:joanna@electric.theatre)

If you have any questions please call Jo Ostrom-Hall, Theatre Operations Manager on 01483 910201.