

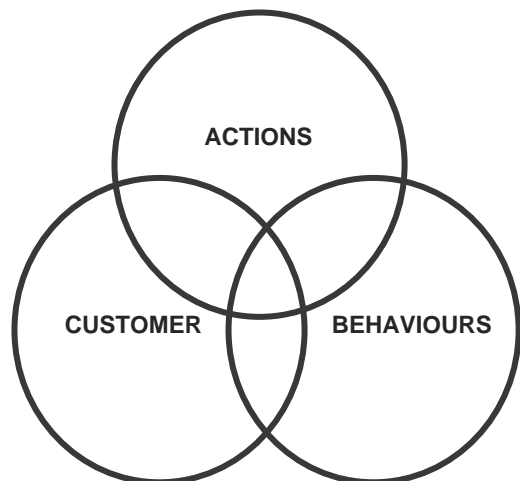
JOB DESCRIPTION

POST:	Duty Manager (Theatre & Arts)
JOB PURPOSE:	Responsible for the security and supervision of the building and colleagues to ensure the highest standards of customer service, presentation, cleanliness, and environmental conditions are always maintained and to ensure venues are promoted and marketed effectively, with sales opportunities maximised by all members of the team.
RESPONSIBLE TO:	Operations & Productions Manager (Theatre & Arts)
SALARY:	Grade 6 (SCP 25-29)
KEY RELATIONSHIPS:	Members of the public, Riverfront Operational Teams, Sales and Marketing, Suppliers and visiting companies.
BASE LOCATION:	The Riverfront Theatre and Arts Centre
SUPERVISION RESPONSIBILITIES:	Usher Team Leader, Front of House colleagues including Events Stewards and Ushers, Box Office Assistants, Cleaners, Technicians, security, and agency staff.
WORKING HOURS/PATTERN:	There is a requirement to work flexibly including early mornings, evenings, weekends, and bank holidays on a regular basis.
TRAINING:	There is a requirement to attend training programmes as required which are relevant to this role

I will be successful in my role when:

- All my key operational responsibilities are consistently delivered to a high standard.
- I achieve all key performance indicators specific to my role.
- I role model the behavioural values of Newport Live through my performance.
- I work collaboratively across departments and service areas to deliver exceptional customer service to Newport Live's customers.
- Through my performance and passion, I inspire people to be happier and healthier.

HOW MY PERFORMANCE IS MEASURED



OPERATIONAL RESPONSIBILITIES:

1. To lead as Duty Manager during performances in and around the Riverfront Theatre and Arts Centre, or at times of need during non-show periods.
2. Responsible for the health, safety, wellbeing and security of the building and the users of the building; ensuring facilities are set up and 'show' ready for audiences and workshops.
3. Responsible and accountable for the safe opening and closing procedures of the building at the beginning and the end of shift, taking full responsibility for ensuring the building is secure at the beginning and the end of the day, including setting alarms and key holding.
4. Be fully conversant with all health and safety requirements, ensuring that all regulations are upheld and managed accordingly.
5. Report all defects, safety issues and maintenance concerns of the building whilst ensuring customers and users of the building remain safe and compliant with any guidance; be a main point of contact for contractors carrying out repairs and maintenance and maintaining the buildings maintenance log.
6. Effectively lead and supervise colleagues working in the building, including Front of House, box office, food and beverage, cleaners, technicians, security, and agency staff; also taking overall responsibility for visiting companies or contractors.
7. As part of maintaining the Health & Safety of the building's customers, colleagues, and users, regularly inspect the building identifying and areas of concern, taking appropriate and prompt action to deal with matters requiring immediate attention.
8. Be always fully conversant and responsible for the potential evacuation of the building, ensuring all building users are safe and evacuated; including following the show procedure for fire zone isolation when isolation is required and responsibility for delaying the fire alarm during 'show time'.
9. Take responsibility for the sale of Front of House merchandise (both internal goods and visiting company goods) controlling, reconciling, and cashing up the sales of items whilst on shift.
10. Responsible for all areas of the cashing up procedure whilst on shift, including the bar, café, box office, shop and other terminals as required, ensuring the reconciliation and safe storage of takings and floats.
11. At the start of every shift, ensure suitable colleague resources are planned, and support unexpected absences by resourcing and moving colleagues as required/appropriate.
12. Take a lead to ensure exceptional customer service is delivered throughout, and sales opportunities are maximised to increase revenue; when dealing with customer complaints and concerns or disruption, always remain professional and calm, taking overall responsibility for the situation that presents.
13. Ensure activities and performances planned for the building are suitably set up with the necessary resources.
14. Communicate effectively with all colleagues regarding matters that have arisen,

which are relevant to the discharge of their duties.

15.

Act as Usher Team Leader during performances as required prepping the house, briefing, and overseeing the Front of House team and maintaining the appearance of the house; liaising between the Visiting Company, Back of House, and Front of House teams, including when the performance can commence.

16.

Be able to deal with enquiries, problems and complaints from members of the public and visitors, referring them when necessary or appropriate, to other colleagues.

The person undertaking this role is expected to work within the policies, ethos and aims of Newport Live and to carry out such other duties as may reasonably be assigned.

The above responsibilities are subject to the general duties and responsibilities contained in the Statement of Conditions of Employment.

The duties of this role may vary from time to time without changing the general character of the role or level of responsibility entailed.

The role holder will work to deliver agreed performance objectives; these will be reviewed on a regular and formal basis through Newport Live performance management processes.

PERSON SPECIFICATION
DUTY MANAGER (THEATRE & ARTS)

Area	Essential	Beneficial
Qualifications	<p>1.1 Educated to A-level standard and / or relevant experience in a customer-facing Customer Service role</p>	<p>1.2 First Aid at Work certificate</p> <p>1.3 IOSH Managing Safely qualification or equivalent, or a commitment to gaining the qualification in an agreed timeframe</p>
Knowledge, Skills & Competencies	<p>2.1 Good numeracy and literacy skills</p> <p>2.2 Flexibility to provide assistance in various Front of House areas</p> <p>2.3 Excellent communication and interpersonal skills: ability to lead, coach, motivate, and enthuse teams</p> <p>2.4 Ability to effectively deal with customer feedback, including complaints, whilst displaying excellent customer service</p> <p>2.5 Ability to work well under pressure</p> <p>2.6 Knowledge of how to deliver excellent customer service, including its impact on customer retention and sales to ensure you lead on maximising income and secondary spend</p>	<p>2.7 Possess a thorough working knowledge of the operation of a busy arts and cultural venue, or similar environment</p> <p>2.8 Ability to communicate in Welsh</p>
Experience	<p>3.1 Previous experience of dealing with the general public</p> <p>3.2 Knowledge of relevant Health and Safety policies and processes</p> <p>3.3 Experience of working with computerised box office or booking systems and databases</p>	<p>3.5 Previous experience in a similar usher/steward/Front of House role</p> <p>3.6 Experience supervision experience or being a team leader</p> <p>3.7 Money handling and banking</p> <p>3.8 Experience of locking and unlocking buildings</p>

	3.4 Selling products with understanding of merchandising principles to maximise income and secondary sales opportunities	
Personal Attributes	<p>4.1 Able to demonstrate a passion for delivering excellent customer service</p> <p>4.2 Possess a friendly and confident attitude</p> <p>4.3 Able to demonstrate enthusiasm and personal motivation</p>	
Other	<p>5.1 Flexible to work evenings, weekends, and bank holidays</p> <p>5.2 Ability to work at various Newport Live venues as may be required</p>	