



JOB DESCRIPTION

<u>Post Designation:</u>	Duty Manager
<u>Salary:</u>	£10,000 permanent contract based on average 20 hours a week (equivalent to 1,040 hours annualised)
<u>Department:</u>	Front of House
<u>Responsible to:</u>	General Manager and Operations Director
<u>Responsible for:</u>	All Front of House staff and the service they offer to patrons, visitors for the duration of the working shift
<u>Location:</u>	The Old Rep Theatre or any such place of business as the Company may from time to time require
<u>Allowances:</u>	The role is primarily event based and therefore evening, weekend and Bank Holiday work will be required.

Job Purpose and Role: Primarily responsible for The Old Rep's public image at performance times and events. Also for the effective running of the public areas of the building, ensuring all patrons and visitors are safe and offered customer service excellence for the duration of their visit.

Principal Duties and Responsibilities:

1. To act as Duty Manager, on a rota basis, taking full responsibility for the safety of patrons, visitors and staff and for the smooth running of the performance.
2. To supervise and be responsible for all Front of House areas.
3. To take part in proper and efficient communication within the FOH department, particularly ensuring that staff are fully briefed prior to performances, de-briefed after performances and monitored and effectively managed whilst on duty.
4. To mentor and assist with coaching apprentices, students and works experience placements.
5. To be visible, accessible and welcoming to patrons and visitors at all times and ensure all of their needs are met and exceeded before, during and after performances.

6. Liaise with the Visiting Company's production and technical staff to ensure that the Front of House operation compliments their requirements.
7. To be responsible for venue safety and security, to be fully conversant with the conditions of the Theatre License and be responsible for ensuring that all staff, patrons, visitors and users of the premises uphold these regulations at all times.
8. To act as first aider at The Old Rep and be willing to undertake training where necessary.
9. To hold a current Personal License or be willing to undertake training to obtain one. To deputise for the License Holder, in his absence.
10. Ensure that all events ancillary to the performance especially receptions, pre and post show run efficiently.
11. To ensure that before and during performances all Front of House areas are appropriately maintained and present a clean inviting appearance; this includes FOH displays and leaflet holders throughout the venue.
12. To be responsible for the safe keeping of all monies from ancillary sales points and to ensure that these are deposited into the theatre's safe in accordance with the theatre's systems and policies completing banking returns where necessary.
13. To report any maintenance issues or problems as per the theatre's procedures and where necessary report emergencies to the directors or the appropriate person as listed on the emergency call out list. Following up and completing written reports as necessary.
14. Attend training sessions and staff meetings when appropriate.
15. To produce Front of House rotas (ushers & bars) ensuring that the Health & Safety requirements of staffing are balanced with the relevant staffing cost targets.
16. To check and authorise Front of House timesheets.
17. To organise and staff ancillary functions and events, ensuring they run efficiently and to a high standard of customer service.
18. To assist the Operations Director in stock management and update of the till system.
19. To assist the Operations Director in upholding and implementing The Old Rep's disciplinary procedures.
20. To produce, implement and review the Front of House Customer Service Standards, ensuring Front of House staff work to a high standard of customer service.
21. To carry out staff recruitment when necessary ensuring a high quality workforce.
22. To ensure recruitment processes are reviewed and relevant to the needs of The Old Rep.

23. To be responsible for and review Front of House staff training needs, specifically with regards to the Front of House training plans for new starters, Emergency Evacuation & Fire Awareness Training.
24. To work in conjunction with the Creative Director in delivering a successful and high quality Relaxed Performance programme, including the provision of ancillary online resources and relevant staff training.
25. To take a seat at The Old Rep's Health & Safety Committee with specific responsibility over risk assessments.
26. To assist the Operations Director as part of a creative team in setting, attaining and where possible exceeding any relevant Front of House commercial targets.

General

1. To undertake these duties with an awareness of and in compliance with BOA's Equal Opportunities and Health & Safety Policies
2. To participate in a regular review of his job description with the Theatre Director so that it adequately reflects the changing needs of the theatre
3. To carry out any other duties which are commensurate with the salary and designation of the post, subject to any reasonable adjustment under the Equality Act, 2010.