JOB DESCRIPTION

**Duty Manager** (part-time and casual)

**Responsible to:** General Manager & Directors

**Responsible for:** Front of House Volunteers, Technical Staff, Assistant Duty Managers.

**Job purpose:** Manage the day to day running of the Arts Centre and Theatre, ensuring high levels of customer service; health and safety; security and cleanliness.

**THE ARTS CENTRE, HOUNSLOW**

**WHERE COMMUNITY THRIVES, ART CONNECTS, AND PERFORMANCE INSPIRES.**

The Arts Centre Hounslow is a not-for-profit grassroots organisation based in Hounslow whose main goal is to serve the community to the best of our ability. Currently we are one of only two Arts Organisations within Hounslow and the only one who is based in Central Hounslow. We cater to a large number of community groups who run classes, workshops, support networks and other vital services from our venue.

Since October 2018, we have been operating as a festival theatre, focussing on

three core themes: Mental Health & Wellbeing, Caring for the Environment and

Youth Arts Engagement. Our "Pay What you Decide" 2018 Mental Health

festival was in high demand (684 patrons) with positive feedback.

We provide a safe space for those needing support or a creative outlet.

Our in-house annual pantomime has become a staple cultural event for many

local families with a growth of 215.72% since the first production. We deliver the

pantomime with tickets at an affordable price alongside offering free tickets to pupil premium children through schools, guaranteeing no child from a low-

income household misses out.

We support emerging freelance artists offering subsidised or in-kind services

including rehearsal space, advice and set-building facilities. Opia Theatre’s

Masha Kevinovna stated, "[The Arts Centre].. helped us grow as a theatre

company and as artists individually". Our Apprentice Programme encourages

freelancers into the creative industry, previously transferring to work at Sadlers

Wells, Leicester Curve and the West End.

**JOB DESCRIPTION – GENERAL**

Our small team is led by the Artistic and Managing Directors and the day to day operations are handled by the General Manager, these alongside casual Duty Managers and Technicians make up the Arts Centre Team. The Duty Managers and General manager make up the operations team. The operations team is responsible for the day to day running of the facilities at The Arts Centre, including; venue/room set up; health and safety; security; performance duty management; buildings maintenance; cleaning and the customer experience.

**MAIN DUTIES AND RESPONSIBILITIES**

* To implement the day to day smooth running of the Arts Centre’s operations and activities;
* To implement high levels of front of house customer service and security;
* To be the key point of contact and a source of information and assistance for visiting companies, hirers, customers, staff and contractors;
* To ensure high levels of health and safety, wellbeing and comfort of all staff and users;
* To supervise the front of house volunteers, providing training as required.
* To welcome anybody that enters the Arts Centre, give them the relevant information they may be looking for and make them feel as if it is a space that has community ownership.

**JOB DESCRIPTION – SPECIFIC**

The Duty Manager will:

**Duty Management responsibilities**

* Ensure day to day compliance of all health and safety, environmental, fire and license regulations, including evacuation procedures and first aid;
* Act as Fire Officer, responsible for the safe evacuation of customers, staff and contractors;
* Be conversant, in advance, with the diary of events and activities, eg. courses and workshops, to ensure correct furniture, equipment and signage is provided and set up correctly by the deadlines required;
* Monitor the work of outside agencies and contractors as and when necessary. Ensure all contractors sign in with the Treaty Shopping Centre upon arrival and make sure they are aware of emergency action procedures and any work permit procedures;
* Act as an Energy Warden to help reduce energy costs throughout the site;
* Be the first point of contact for all users of the building, dealing with any issues or problems in a professional manner in liaison with the box office and technical teams where required;
* Supervise audiences and visitors ensuring safety standards are maintained and that the building is accessible and welcoming to all users;
* Supervise front of house arrangements, ensuring each public venue is properly staffed/covered and that events start and finish at the advertised times;
* Ensure all volunteers and part-time staff who work on public events and activities are fully briefed on their duties and procedures for emergency evacuation;
* In public areas, ensure compliance of the various acts of legislation that form the premises licence, including: sex, race and disability discrimination, child protection and public order;
* As required, liaise with hirers, artists, companies, promoters and conference/function clients.
* Handle all customer incidents and complaints and take remedial action as appropriate and in line with The Arts Centre, Hounslow policies, including the keeping of proper records of complaints, incidents and first aid treatments;
* Oversee staff and customer safety and security, ensuring doors are locked and opened when appropriate;
* Liaise with the Treaty Centre security team;
* Whilst ensuring personal safety, utilise The Arts Centre, Hounslow’s right of admission to challenge persons who are abusive, unaccompanied children or those contravening our licence and take decisive action;
* Assume responsibility for calling and liaising with the police and other emergency services on behalf of The Arts Centre, Hounslow;
* Attend occasional staff meetings, training sessions and other events which may take place outside normal working hours.

**General**

* Represent The Arts Centre, Hounslow as an ambassador for the organisation at all times when on site.
* Undertake any other duties as may be reasonably requested by the Directors or General Manager;
* Follow and adhere to all health and safety procedures and policy.

**Relationships**

Maintain good professional relationships with:

* Staff, hirers, tutors, volunteers, Treaty Centre Staff, Hounslow Council Staff, and the Directors.
* All other individuals and organisations with whom The Arts Centre, Hounslow seeks to work.

**PERSON SPECIFICATION**

|  |  |  |
| --- | --- | --- |
|  | **Essential** | **Desirable** |
| **Education** | * A good level of education | * A’ Level or FE equivalent |
| **Skills & Knowledge** | * Managerial experience * Working in a building facilities/ operations team * Experience in areas of; health and safety, fire and security * Excellent customer care skills * Meeting/monitoring targets * Experience handling money * Computer literate (Microsoft Office: word, excel, outlook) | * Building maintenance * Working for other arts/leisure facilities * Supervising large scale events * First Aid/Fire Warden training * Working with volunteers |
| **Personal Qualities** | * Proactive and enthusiastic approach * Results driven * Accuracy and attention to detail * Team player – works well with others * Calm under pressure * Well organised and good administration skills * A good communicator * Flexible with capacity to provide holiday/sickness cover * Able to work evenings and weekends | * Interest in the visual and performing arts * A clean driving licence and own car |

**EQUAL OPPORTUNITIES**

**The Arts Centre, Hounslow** aims to be an equal opportunity employer and is determined to ensure that no applicant or employee receives less favourable treatment on the grounds of gender, age, disability, religion, belief, sexual orientation, marital status, or race, or is disadvantaged by conditions or requirements which cannot be shown to be justifiable.

**CONDITIONS OF EMPLOYMENT**

**Salary:** £12.50 per hour

**Casual hours:** Up to 10 hour shifts as required/available.

This post carries a probationary period of three months, during which time the notice period required by either party is two weeks. Subsequent to a satisfactory review, the notice period is increased to one month.

**TO APPLY:**

Please send a CV and Cover Letter to

Jonathan Ashby-Rock, Artistic Director

The Arts Centre, Treaty Centre, High Street, Hounslow, TW3 1ES

Or email: [Jonathan@theatremanagement.co.uk](mailto:Jonathan@theatremanagement.co.uk)