**Duty Manager - Part-time** – **Approximately 40 hours per month**

**Salary: £20 000 pa, pro rata (£10.25 per hour) Main Purpose of the Post**

To ensure the highest standards of welcome, presentation and safety are provided and to lead the team to ensure the smooth operation of a show/event/hire giving audiences, performers, artists and hirers a great experience.

The post-holder will work within a small multi-disciplinary team where a positive approach to team working is vital. The Barn’s operations are supported by a large team of volunteers, and the Duty Manager will play a key role in coordinating and directing support from within this team.

The successful candidate will act as a Key Holder. The post-holder will need to demonstrate excellent communication and strong customer service skills whilst knowledge of Box Office ticketing systems and the hospitality sector will be an advantage.

**Main duties of the Post**

**Health & Safety**

The DM is responsible for

 acting as a designated first-aider

 leading the care and safety of all members of the public, performers, artists, hirers and all Front of House staff who are on the premises before, during and after performances/events/hires

 continuously adhering to the Health & Safety practices and policies of the Barn

 ensuring the Public Entertainment License, Liquor License, Fire Regulations and Emergency Procedures are strictly adhered to

 ensuring staff and performers are fully aware of evacuation and emergency procedures

 ensuring safe evacuation of the building in the event of an emergency and liaising with

emergency services

 carrying out due diligence checks of the building and surrounds before opening to the

public

 ensuring the security and safe lock up of the building at the end of the event

 paying attention to customer care for patrons with disabilities

**Staffing**

The DM is responsible for

 helping to identify volunteer training needs, working with the Director and Operations Manager to ensure these are met

 leading and/or supporting FoH briefings and training sessions

 ensuring FoH staff maintain and deliver a high standard of appearance and customer

service

 ensuring staffing levels are correct in liaison with the Office Administrator who contacts

and schedules FoH staff

 supervising all FoH staff when on duty to ensure the event runs smoothly

**Production**

The DM is responsible for

 acting, at all times, as an Ambassador for The Barn

 always being visible and professional

 frequently being the first point of contact for VIPs, visiting companies, performers,

workshop leaders, technicians

 overseeing efficient service at the Box Office, Bar and doors

 dealing with customer queries and/or complaints as well as operational difficulties

quickly, confidently, effectively and appropriately

 ensuring audiences are in their seats and that performances start on time both at the

beginning of a show and after an interval

 liaising with performers, artists and stage managers regarding their requirements

 communicating with Box Office, Tech, Projectionist and Buchanans regarding potential

delays and taking appropriate action

 liaising with Projectionists ensuring films start promptly at the advertised time

 supervising cleanliness of all public areas and cloakrooms

 assigning FoH roles and issuing FoH staff with relevant tools i.e. torches, high viz vests

 supporting all sales and ensuring sales procedures, floats and takings are correct

 supervising ‘on the night’ ticket sales

 overseeing reconciliation of monies and cashing up accurately

 writing a report following each event

**General**

The DM is responsible for

 participating in meetings with the Operations Manager and/or the Office Administrator to discuss and address venue and staffing requirements for the creative and commercial programmes

 developing a working knowledge of PatronBase, the Barn’s ticketing system

**Personal specification**

**Essential Qualities**

 Confident in managing the general public, volunteers, building evacuation and have a

good knowledge of health and safety

 Proven experience of working in a theatre, or similar, as part of the Front of House team

preferably at a supervisory or Duty Manager level

 Proven ability to provide a high level of customer service

 Attention to detail in matters of public safety

 Organised and an excellent time keeper

 Enjoy working with the public

 Cheerful, friendly and warm personality

 Willing to lead and work as part of our team

 Confident and able to take informed decisions

 Strong interpersonal skills

 Ability and trust in your initiative

 Able to communicate effectively with all colleagues and customers

 Able to work under own initiative

**Desirable:**

 3 Day First Aid at work qualification

 Fire Warden qualification

 Experience of working in the hospitality industry

 Personal License holder

**Summary of conditions of employment:**

This is a permanent part-time post

 Hourly rate of pay: £10.25. Minimum 3 hours per shift. Approximately 40 hours a month.

 Holiday: 32 days pro rata per year

 Probationary period: 6 months

 Notice period: 28 working days

 Location: this position will be based at the Barn, Burn o’ Bennie, Banchory, AB31 5QA

**To apply** please submit an up to date CV and cover letter outlining your professional experience

and suitability for the post, making specific reference to the job requirements and criteria. Please include contact information for two professional referees.

**Application deadline** midnight Sunday 16 June 2019

**Interviews** wk beginning 1 July 2019

Please send all applications to [mail@thebarnarts.co.uk](mailto:mail@thebarnarts.co.uk) or by post to the Barn, Burn o Bennie, Banchory, AB31 5QA marked **Duty Manager**