



Job Title	Casual Duty Manager
Job Level	TBC
Location	Forest Arts Centre
Workstream	Culture Hubs
Function	Front of House
Line Manager	General Manager
People Leadership	n/a
Diversity & Inclusion	
We are committed to promoting equality and diversity and a culture that actively values difference.	
Role Purpose	
The Duty Manager is responsible for the smooth and safe running of events and activities at the Arts Centre and for upholding the highest standards of customer service and operational excellence.	
Responsibilities	
<ul style="list-style-type: none"> • Deliver the highest standards of customer service at all times, contributing to an excellent visitor experience within our venues. • Provide a professional customer service, ensuring that all customer queries or complaints are responded to promptly and effectively • Provide confident leadership and supervision to the venue team on duty, including bar staff, technicians and volunteers. • Liaise with performers and technicians, hiring companies, tutors, and visitors to site to ensure the smooth running of events and activities. • Act as key holder for the building with responsibility for building security whilst on site and for opening and locking up procedures as required. • Ready the centre for opening, ensuring the theatre or rooms are correctly set up, and that required equipment and furniture is in place. • Ensure venue operations comply with all necessary Health & Safety guidance, undertaking the appropriate training to open our venues to the public and carry out the role safely. • Ensure bar operations comply with licencing regulations • Act as Fire Coordinator and First Aid Appointed Person to ensure the safe running of events and activities. • Oversee box office transactions, selling tickets in person or by telephone and taking payment by cash, cheque and credit Reconcile bar and box office cash and cheques, ensuring the safe and accurate accounting of monies and to ensure strict controls on all cash management issues, including cashing-up. • Support any other duties as required. 	
Experience, Skills and Qualifications:	
<u>Essential:</u>	
<ul style="list-style-type: none"> • Previous experience of events, front of house or bar management • Excellent customer service • An understanding of relevant Health and Safety, risk assessment and Premises Licensing regulations • Proven ability in accurate cash handling • Experience of effective organisation and motivation of staff and teams • Excellent communication and interpersonal skills • Ability to work well under pressure and to strict deadlines 	
<u>Desirable:</u>	
<ul style="list-style-type: none"> • <u>Experience of working with volunteers</u> 	

<p>Deciding and Initiating Action</p> <ul style="list-style-type: none"> • Makes prompt, clear decisions which may involve tough choices or considered risks • Takes responsibility for actions, projects and people • Takes initiative, acts with confidence and works pro-actively • Initiates and generates activity 	<p>Working with People</p> <ul style="list-style-type: none"> • Demonstrates an interest in and understanding of others • Adapts to the team and builds team spirit • Recognises and rewards the contribution of others • Listens, consults others and communicates proactively • Supports and cares for others <p>Develops and openly communicates self-insight, such as an awareness of own strengths and weaknesses</p>
<p>Following Instructions and Procedures</p> <ul style="list-style-type: none"> • Appropriately follows instructions from others without unnecessarily challenging authority • Follows procedures and policies • Keeps to schedules • Arrives punctually for work and meetings • Demonstrates commitment to the organisation • Complies with legal obligations and safety requirements of the role. 	<p>Coping with Pressure and Setbacks</p> <ul style="list-style-type: none"> • Works productively in a pressurised environment • Keeps emotions under control during difficult situations • Handles criticism well and learns from it • Balances the demands of a work life and a personal life • Maintains a positive outlook at work
<p>Delivering Results and Meeting Customer Expectations</p> <ul style="list-style-type: none"> • Focuses on customer needs and satisfaction • Sets high standards for quality and quantity • Monitors and maintains quality and productivity • Works in a systematic, methodical and orderly way • Consistently achieves project goals. 	<p>Relating and Networking</p> <ul style="list-style-type: none"> • Establishes good relationships with customers and staff • Builds wide and effective networks of contacts inside and outside the organisation • Relates well to people at all levels • Manages conflict • Uses humour appropriately to enhance relationships with others

Values

 <p>CONFIDENCE</p> <p>We have the courage to aim high and think differently</p>	 <p>CREATIVITY</p> <p>We are imaginative, resourceful and flexible in what we do and how we do it</p>	 <p>EXCELLENCE</p> <p>We aspire to the highest standards in everything we do</p>
 <p>RESPONSIBILITY</p> <p>We are all responsible for the success of the trust, as individuals and together</p>	 <p>TEAMWORK</p> <p>Through working collaboratively, we inspire our people to make their best contribution, share knowledge and celebrate our achievements</p>	 <p>RESPECT</p> <p>We are considerate, respectful and understand each other's similarities and differences</p>

Created by:		Date:	
People Team Review by:	Kirsty Sinclair	Date:	October 2021