

## **Duty Manager – Casual Job Description**

**Responsible to:** Venue Manager

**Responsible for:** Event staff

**Position type:** Casual

### **ROLE OVERVIEW**

This role is essential to the smooth-running of events and hospitality taking place in our unique Grade 1 listed concert venue, ensuring a first-class standard of customer service for all visitors and a safe and secure environment for members of the public whilst in the venue. As part of our casual team, you will play a crucial role in being the manager on site for live concerts, private receptions and commercial hire activities.

Duty Managers will support the organisation by being the key point of contact with clients and audience members on the day of event and making sure everything runs smoothly. The role requires managing a team of Event Staff – including ushers and stage crew and providing box office support when required. As a Duty Manager you will also be responsible for the Health and Safety of members of the public and staff.

### **KEY RESPONSIBILITIES**

- Managing live events when on duty, including being responsible for the health and safety of the public and Front of House staff and managing evacuation and emergency procedures.
- Opening up and closing the venue securely (as required) and ensuring regular checks are carried out of the venue facilities for customer service and health and safety purposes.
- Ensuring the venue is left clean and tidy and all equipment is kept in good order and stored appropriately.
- Managing event staff including ushers and stage crew when on duty.
- Overseeing changes of layout in the venue, including physical lifting and movement of technical equipment, instruments, seating and staging.



## **PERSON SPECIFICATION**

Sinfonia Smith Square is able to achieve all it does thanks to a dedicated, hard-working team. Within this, each colleague plays a singular role, vital to the organization. We are looking for someone with a flexible and can-do approach and who can bring their specific experience of events and people management.

We are keen for individuals with a wide range of experiences and backgrounds to apply for this role and are happy to consider applicants without direct work experience of every element of the key responsibilities listed.

### **Essential**

- Previous experience of working as part of a Front of House team at a supervisory or Duty Manager level
- Experience of working in either a stage, lighting or sound environment
- Proven ability to provide a high level of customer service
- Confidence in building evacuation and a good knowledge of health and safety requirements
- Strong interpersonal and communication skills
- Ability to make quick decisions under pressure and time constraints
- Willingness to be flexible and work the required hours including evenings and some late nights, weekends and some public holidays
- Previous experience of managing and leading others
- A pro-active attitude with the ability to work as part of a team
- Strong work ethic and a positive can-do approach

### **Desirable**

- Trained in First Aid
- Trained in Fire Marshall
- Trained in Manual Handling
- Trained in First Aid
- Personal License Holder
- Experience of working as part of a team in an arts venue
- Knowledge of classical music and the wider arts industry
- Experience of event production including a working knowledge of staging and lighting.



### **Terms of Employment**

This is a casual position, and hours will be agreed with successful candidates according to a rota agreed one calendar month in advance.

Salary: £13.50 per hour + holiday pay (minimum 3-hour call)

Pension: Sinfonia Smith Square operates a work-place pension scheme which all staff are eligible to join subject to standard pension auto-enrolment procedures

Hours: flexible, according to the rota agreed one month in advance

Annual Leave: Annual Leave entitlement is calculated pro rata and paid monthly

Probationary period: Six Months

Notice Required: One Month

Start date: September 2024

### **HOW TO APPLY**

To apply for this position, please send your CV and cover letter demonstrating your experience to Lauren Atkinson, Venue Manager by email at [lauren@sinfoniasmithsquare.org.uk](mailto:lauren@sinfoniasmithsquare.org.uk)