

BROMLEY
CHURCHILL THEATRE

Duty Manager

Job Description
Person Specification

Version 1.0
Reviewed May 2022

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

The **Churchill Theatre** is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

The **Churchill Theatre** is one of the South East's leading live entertainment venues, welcoming over 200,000 customers through its doors every year. It has enjoyed a reputation and legacy for launching major productions for national tour and West End transfer. The eclectic programme features a popular array of top-quality musicals, drama, comedy, dance, family shows, one night events, and a world-class pantomime.

The **Churchill Theatre** boasts a spacious, comfortable auditorium that seats 781 people, the 90 seat Studio, the Lounge (a versatile space for entertainment, hospitality and private hire) and the Restaurant, serving up to 60 customers pre-show. Extensive technical facilities include rehearsal spaces and a workshop.

The theatre's celebrated outreach programme encourages local people to unlock their creative and artistic potential. It includes regular classes for young people and adults in theatre, musical theatre, dance and magic, work experience opportunities and an annual summer youth production.

Employment type:	Permanent
Salary:	£25,376
Hours:	40 hours per week 5 days out of 7, subject to variation to meet business requirements. By its nature, the position will involve evening and weekend shifts, and some Bank Holiday cover. Open to job share. 24hrs (3x days out of 7) and 16hrs (2 days out of 7).
Work location:	You will be based at the Churchill Theatre, Bromley and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
Purpose of the role:	This is a hands on, operational role. The post holder will be expected to run and manage the service delivery team for the whole range of events and activities held at the Churchill Theatre, including shows, dining events, conferences and private hires. The role will act as a building coordinator, utilising a skilled team, with particular emphasis on motivating them to deliver exceptional customer service. The successful applicant will be required to comply with our Data & Barring Service (DBS) Check procedures.
Our ideal candidate:	The ideal candidate for the Duty Manager position will have a proven track record in customer care and take pride in delivering a clean, safe and enjoyable environment through excellent customer service and attention to detail.

HQ VALUES

- **Innovation** – as a business we are on a continuous journey of improvement. We are looking for someone who embraces change and is always looking out for new ideas.
- **Commitment** – we are looking for someone to deliver a first-class service for our colleagues, customers and clients.
- **Accountability** – we are looking for someone with a ‘can-do’ attitude, to take ownership of tasks and see them through to the end.
- **Responsive** – as a business we listen, we learn, we act.
- **Engaged** – we are looking for someone to get involved with making the Churchill Theatre a great place to work, as well as a great place to visit through engagement with the team and customers.

REPORTING

You will report directly to the Assistant General Manager and indirectly to the Venue Managers

When on duty you will line manage the Team Leaders, FOH Team, Hospitality Assistants and Volunteers

KEY ACCOUNTABILITIES

Operations Management

- To be the Duty Manager for the building on a rota basis, working a range of daytimes, evenings and weekends.
- Liaison with the Visiting Company and Tour Managers for each performance.
- Adhere to and carry out emergency evacuation procedures including all relevant training, drills and briefings. Responsibility, when on duty, for the safety of all staff, volunteers, public and contractors.
- Completion of all related paperwork including, but not limited to, Daily Reports, sales figures and timesheets.

Staff Management

- Responsibility for the effective supervision of all Front of House staff and Volunteers for all performances.
- To help manage, develop and monitor the FOH Team by adopting a hands-on approach to all aspects of operational responsibility.
- Ensure all staff are aware of the business's service standards and that those levels are achieved for every event and/or performance.
- Ensure effective communication across all departments.
- Support, motivate and nurture the volunteer team to ensure they deliver a consistently excellent customer service.

Finance Management

- As directed by the Venue Managers and Assistant General Manager, ensure adequate stock controls are adhered to.
- Ensure cash handling, security policies and financial procedures are adhered to.
- Maximise impulse buy and spend per head opportunities and ensure all points of sale and merchandising are relevant to the audience and customer type.

Guest Service Standards

- Ensure adherence to guest service standards throughout the FOH Team.
- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- Maintain a constant management presence throughout key service times and proactively drive each service through excellent leadership.
- Ensure a welcoming environment and ambience is created at all times.

Health & Safety

- To understand and have a working knowledge of all current Health and Safety legislation, Fire Regulation, Licensing regulations and Food Hygiene legislation.
- To ensure that the venue is fully opened and closed down for each shift
- Ensure all daily and pre-show building checks are carried out in accordance with theatre procedure, with particular emphasis on safety, cleanliness and presentation.
- Ensure all storage areas are kept clean and tidy, and that all equipment is properly stored.
- As part of the Duty Management team, you will be the nominated First Aider when on active duty, and will be required to deal with any accidents or incidents that occur, ensuring that they are accurately recorded in the First Aid log and followed up if required.
- To act as the venue's lead Fire Marshal when on active duty.
- To act as the Safeguarding Responsible Person for the venue when on active duty.

Other Duties and Responsibilities

- Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
- Undertake training and development as appropriate and keep apprised of developments in field of expertise.
- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Accept, account-for and distribute stock deliveries for food and beverage and sundries for the venue.
- Attend and, if required, note take meetings as required.
- Any other related duties and responsibilities as may reasonably, from time to time, be required by the Venue Managers, Assistant General and General Manager..

This Job Description is not an exhaustive description of your duties. You will be required to adopt a flexible approach to your role and responsibilities. In particular, from time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience and capabilities.

PERSON SPECIFICATION

In order to be considered for this post you will need to evidence and demonstrate:

ESSENTIAL

- A passion for the provision of excellent customer service;
- Hands-on bar and waiting experience in a busy hospitality environment;
- Previous experience supervising a large team;
- Computer literacy (including proficiency in Microsoft Office), and numeracy appropriate to the requirements of the post;
- Excellent interpersonal skills;
- A presentable, professional and approachable manner which sets an example for others to follow.
- The ability to work calmly and effectively under pressure;
- A pro-active and positive approach to solving problems in a prompt and independent manner;
- A good sense of humour;
- A flexible attitude to business requirements and duties
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- Willing to agree to appropriate Data & Barring Service (DBS) background checks.

Desirable

- Personal Licence holder.
- An interest in live theatre and entertainment.
- Experience of cash handling;
- Experience of using a till system (ideally Zonal)