



Job Description

Duty Manager

Contract Type:	Zero hours, Permanent role
Responsible To:	Front of House Manager
Hours of work:	Flexible shift-based role, mainly evenings and weekends but will include some daytime work
Rate of pay:	£13.20 per hour
Other Benefits:	Company Pension, Free lunch during term time and free parking when working on events

CONTEXT:

Chetham's is a unique cultural institution and charity in the heart of Manchester combining music, education, and heritage. We are home to three extraordinary places – Chetham's School of Music, Chetham's Library, and The Stoller Hall – and we are united by one clear vision which is to bring people together.

We believe in the power of music and creativity to unite people, and we are committed to educating and inspiring the next generation of musicians and thinkers.

We are driven by our values to make music and education more accessible, to enrich the lives of people in Manchester and beyond, and to improve health and wellbeing through the magic of music and learning.

We're embracing our roots and opening the doors to our world-class facilities and collections to make a positive, long-lasting impact on local communities.

As we expand our programme of events in The Stoller Hall, we are looking for a Duty Manager who can support the delivery of our hugely varied events programme which includes classical and chamber music, folk and jazz, spoken word, comedy and conferences.

Our venue is modern and purpose built, and our whole team pride themselves in the variety of events we deliver, our excellent team and team working, and our great artist, client and audience experiences that we facilitate.

PURPOSE:

The role of the Duty Manager is to ensure the smooth running of a range of concerts and events. Leading a team of event staff, they will oversee all operational matters during the hours the building is open to the public whilst providing the highest standards of customer service.

Key Responsibilities

1. Develop an excellent working knowledge of The Stoller Hall and its public programme
2. Using event information, ensure the Front of House spaces are prepared according to show/event requirements
3. Lead, motivate and oversee a team of Event Staff and deliver briefings to the Stewarding team in advance of the performance or event start
4. Ensure any issues relating to Event Staff misconduct are addressed and reported to the Front of House Manager in a timely and efficient manner
5. Ensure all customer needs are attended to before, during and after performances and events
6. Assist with the access needs of customers as required
7. Implement and ensure compliance with all Health & Safety and legislative policies and procedures and with Chetham's policies, standards and procedures
8. Direct the Stewarding team and other event staff in the safe evacuation of members of the public in an emergency situation
9. If appropriate, administer First Aid and/or call emergency services as required
10. Write brief show reports following events
11. The ability to assist with room set ups, lifting and carrying instruments, equipment and other set up requirements for clients and promoters as needed
12. Field customer complaints and feedback, recording or disseminating as required
13. Manage cash floats used for programme sales, bar and merchandise
14. Prepare the bar for service, and liaise with bar/catering staff regarding any relevant show information
15. Be a Duty Manager presence and manage the bar and the bar staff on busier shifts
16. Training, guiding and nurturing new staff in their Event Staff roles
17. Give availability of a minimum of one shift per month
18. Any other duties as required

General Responsibilities

1. Promote Chetham's in a positive and professional manner at all times
2. Display a flexible "can do" approach which will enhance Chetham's wider reputation
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
4. Undertake any training necessary to meet the requirements of the post
5. Adopt a flexible approach to working hours as required by the business
6. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
7. Be open to new ideas, understand the need for change and be willing to adapt
8. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences
9. Maintain high level of attendance
11. Take all possible steps to ensure a safe working environment for self and other

Person Specification

Essential

- At least two years' experience in a Front of House role
- Experience working in a variety of event / production sectors - classical, rock/pop, conferencing etc.
- Management, supervisory or team leadership experience
- Knowledge of statutory Health & Safety Regulations and awareness of changing industry practices
- Experience working on a bar
- Demonstrable customer service skills and the ability to communicate effectively with general public of all ages and backgrounds
- Calm, professional attitude at all times, especially when dealing with customer complaints or incidents
- Strong interpersonal and communication skills
- Comfortable to address incidents of Event Staff error or misconduct
- Able to recognise the need for and adhere to professional boundaries
- Total commitment to quality in every aspect of the role
- Highly organised and motivated, a real team player – work collaboratively with key stakeholders both within the organisation and externally
- Willingness and ability to work unsocial/weekend hours as required
- A smart well-groomed appearance
- Good understanding of and enthusiasm for both music and exceptional customer service

Desirable

- Accredited First Aid qualification
- SIA Door Supervisor badge
- GCSEs grade A*- C

CHILD PROTECTION AND SAFEGUARDING CHILDREN

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times.

If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognizes the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date

