**Job Description**

**Duty Manager**

**Contract Type**: Zero hours

Permanent role

**Responsible To**: FOH Venue Manager of The Stoller Hall

**Hours of work**: Flexible shift-based role, including evenings and weekends

**Rate of pay:**  £11.31 per hour

**CONTEXT:**

The Stoller Hall is an intimate concert hall in the heart of Manchester. Our world class acoustics along with our diverse programme help create unforgettable live music experiences for people of every age and all walks of life. Opened in 2017 we are linked to Chetham’s School of Music, the UK’s largest specialist music school.

**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. Supervise 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 FOH Venue Manager in a timely and efficient manner, escalating to the General Manager or Deputy General Manager if necessary
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. Field customer complaints and feedback, recording or disseminating as required
12. Manage cash floats used for programme sales, bar and merchandise
13. Prepare the bar for service, and liaise with bar/catering staff regarding any relevant show information
14. Oversee the setup of the bar, and set the bar up if required for an event
15. Give availability of a minimum of one shift per month
16. 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
* 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 music performance across all genres.

**Desirable**

* Accredited First Aid qualification
* 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 ..........................................................................