



Duty Manager **Job Description**

The Duty Manager is a key member of the Home Operations Team being the first point of contact for members of the public and users of BAC. As such, its primary roles are to provide the highest standards of customer care and to take full responsibility for the building, audiences and users in the absence of the Home Manager and Deputy Home Manager.

Responsible to: The Home Manager and Deputy Home Manager
Responsible for: Front of House Assistants, Event Assistants, Event Crew and Volunteer Stewards

Main Duties and Responsibilities

To undertake front of house duty as timetabled by the Home Manager and/or Deputy Home Manager. Duties include ushering shows, giving clearance for shows, dealing with customer enquiries, organising the sale of programmes and merchandise, and supervising front of house assistants and volunteers.

To ensure that BAC's licensing regulations (Entertainment's and Liquor) are correctly observed and that Fire Safety and Health and Safety legislation is adhered to. This will involve liaising with the appropriate authorities, members of staff and visiting companies as and when required.

To be responsible for the safe evacuation of public and companies in the event of an emergency.

To monitor and maintain the security of the building and safety of the public by maintaining constant vigilance whilst on duty and to be responsible for the securing of the building at the end of the evening.

To be responsible for monitoring the general appearance of those areas of the building to which the public have access and for maintaining appropriate standards of cleanliness and tidiness throughout. This will include checking performance spaces before and after shows.

To assist the Home Manager and Deputy Home Manager in identifying areas of training development for Volunteers and the Home Operations Team and carrying out inductions and training as needed.

To report any areas of concern with regard to Health and Safety, cleanliness of the building or personnel to the Home Manager and/or Deputy Home Manager. This may be either verbally or by means of an established written system.

To liaise with visiting companies, and BAC's Technical Department, the Bar and the Cafe on all front of house matters.

To be responsible for the securing of all box office income and Home Operations income at the end of the evening.

To keep noise within the building at a level which will not disturb the performances.

To provide a house report at the end of the evening, to include notes of any cleaning or maintenance work required.

To carry out administrative tasks relating to the Home Operations department as directed by the Home Manager and/or Deputy Home Manager.

To ensure that all staff and volunteers are kept up-to-date with the shifts they are working and to organise relief staff where necessary.

To give inductions to visiting companies when necessary.

To make sure all rehearsal rooms are set up or cleared for the following day's use.

As a key member of frontline staff, wear smart, dark clothing which will aid audience recognition.

In collaboration with other staff, be responsible for the implementation, monitoring and development of BAC's Equal Opportunities Policy.

Any other duties as may reasonably be requested by the Home Manager and /or Deputy Home Manager

Duty Manager **Person Specification**

Terms and Conditions

Contracted hours are a minimum shift of 4hrs as rotaed by the Home Manager or Deputy Home Manager. Some evening and weekend work will be required of this post.

Personal Attributes

Essential:

1. A commitment to the values promoted by BAC's mission.
2. Creativity, and an interest in theatre.
3. A positive, assertive, professional and flexible approach to work.
4. Excellent communication skills to all types of people, including feeling comfortable with the public, contractors, colleagues and artists.
5. A customer-focused approach to work, taking into accounts the needs of other people.
6. Excellent time management skills.
7. An ability to work on own initiative and closely with other colleagues.
8. Understanding of BAC's artistic programme and the ability to communicate this clearly.

Skills and Experience

Essential:

1. Some experience of working in a customer-facing environment.
2. An understanding of Health & Safety and Public Entertainment Licensing.
3. PC literacy, especially in Microsoft Office.
4. Strong organisational skills.
5. Good problem-solving skills.
6. Ability to lead a team of people professionally and proactively.

Desirable:

1. Front-of-House experience.
2. Experience of health and safety in a public building/a theatre.
3. First Aid at Work certification.
4. Fire Marshall training.
5. Experience of working in the arts sector.
6. Understanding and experience of BAC's programme of work.
7. Experience of supervising casual staff