**JOB DESCRIPTION**

**JOB TITLE: Duty Manager**

**REPORTS TO: Front of House Manager**

**RESPONSIBLE FOR: Door Staff, Bar Assistant, Kiosk Assistant, Steward**

**JOB PURPOSE**

To ensure the smooth running of the Front of House department from shows to staffing issues.

**KEY RESPONSIBILITIES**

1. Responsible for the smooth running of films/performances and making sure customers are enjoying their time at The Alban Arena and Eric Morecambe Centre.
2. Monitor staffing levels – make sure all events are staffed for the amount of people in for it.
3. Conflict Management – To resolve any issues for the customers and mediate any situations
4. Cashing up the tills at the end of a shift and dealing with any discrepancies.
5. Lost Property – you must log and collate all information regarding Lost Property so that we can hopefully reunite it with their owner.
6. Box Office – you will be trained on the Box Office system Spektrix and all the relevant reports you are able to run.
7. Catering Rider – make sure the riders are collected prior to the performance and that all required items are there for the event.
8. Problem solving – ensure customers leave happy
9. Responsible for the care and safety of all members of the public and staff who are on the premises
10. Ensuring safe evacuation of the entire building in the event of an emergency and liaison with emergency services
11. Ensuring all Duty Manager checks are performed pre and post shift
12. Working with Front of House Manager and other team members to improve customer care for all patrons
13. To pay attention to customer care for patrons with access needs
14. To comply and ensure others comply with Health & Safety & all other policies
15. Writing show reports at the end of each event to identify any issues or points of action
16. Attending team meetings and minute taking
17. Identify poor performance and act quickly to resolve the issue before it escalates
18. To deal with customer complaints quickly and effectively
19. Run reports on Spektrix

**Person Specification**

**Essential**

1. Previous Duty Management or supervisory experience in a busy Front of House environment
2. Calm, enthusiastic, friendly team player
3. Able to take responsibility and make quick decisions when required
4. Ability to prioritise and multi task
5. Excellent customer service skills
6. Flexible & reliable
7. Proven ability to manage and motivate a team
8. Manage other staff
9. Ability to accurately record sales and figures
10. Excellent attention to detail
11. Excellent organisational skills
12. Predominantly evening and weekend work

**Qualifications**

1. First Aid at Work desirable but not essential as full training will be given
2. Minimum of grade C in GCSE Maths essential
3. Minimum of grade C in GCSE English essential

**Terms & Conditions**

* Title of post: Duty Manager
* Hours: Evenings and weekends allocated on a shift basis by Front of House Manager
* Typical working pattern: Variable

**CORE QUALITIES & BEHAVIOURS (1Life Performance Framework)**

* In addition to the Key Responsibilities, 1Life has identified the core qualities and behaviours required from all colleagues for the successful delivery of our Mission, Vision, Values and commercial goals. These can be found in the 1Life Behaviour Framework and this role is required to achieve at Level (2 ), with particular focus on the following areas:

Owning the issue and getting it done

Putting customers first

1Life, 1team