

Job summary

Role title: Casual Duty Manager

Department: The Harlequin

General description of role

The Casual Duty Manager provides a management presence Front of House when on duty, whilst overseeing the stewarding team. They ensure a high level of customer service is maintained and are the main liaison for all guest enquiries. They support the Front of House Manager in the day-to-day running of the Front of House. This role includes evening and weekend hours.

This is an excellent opportunity to join a welcoming team in a vibrant arts venue, delivering a high-quality experience to all our customers.

Responsibilities of role

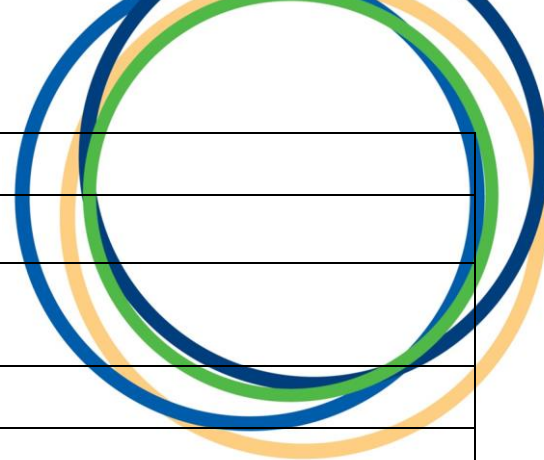
1. To maintain a formal management presence Front of House for show and film performances, room hires, and events, and liaise with all visiting companies and organisations with regard to performances, interval times and contractual obligations/arrangements.
2. To open and close the building in accordance with the set procedures, activating and deactivating the security alarms, and be responsible for the overall building security and safety of all public areas and customers whilst on duty. This includes being a key holder.
3. To take a lead role in the managing of incidents and emergencies whilst on duty, including being familiar with the theatre's evacuation process and co-ordinating the evacuation of the Harlequin in the event of an emergency situation.
4. To manage the opening and closing of the House, as well as starting each performance/act.
5. To maintain outstanding customer care to all patrons and anticipate and respond to customer needs, whilst maintaining a welcoming and friendly atmosphere with a professional attitude.
6. To deal with any queries and complaints whilst on duty.
7. To be responsible for reconciling daily takings with daily returns sheets on the computer and the accurate banking for all cash received.
8. To take responsibility for ensuring security of cash and maintaining and cashing up appropriate floats whilst on duty.
9. To prepare the cinema and theatre for performances/screenings, including ensuring the kiosk and auditoriums open promptly.
10. To supervise all Front of House sales and serve behind the kiosk when necessary.
11. To be familiar with RBBC's H&S policies and undertake regular H&S pre-show checks, including ensuring all evacuation routes are in good order.
12. To record all accident/incidents in appropriate record books whilst acting as Duty Manager and be responsible for administering First Aid (training provided).
13. To be responsible when on duty for the operation of the Box Office and work behind the box office when necessary.

Person specification and interview assessment form



Candidate name			
Contact number			
Role title	Casual Duty Manager		
Date of interview		Signed by recruiting manager	

Selection and Interview Criteria		Scoring	
Criteria	Criteria importance E = Essential P = Preferred	Score 3 = Met with full example 2 = Partly met with example 1 = Partly met no example 0 = Not demonstrated	Score rationale/interview notes
Qualifications			
GCSE's or equivalent	E		
Qualified First Aider or willingness to undertake training	E		
Experience and achievements			
Experience in customer services	E		
Previous experience working in an arts or similar environment	P		
Role required competencies and behaviours			
Can work independently as well as part of a team	E		
Proactive	E		
Able to work flexible hours including bank holidays, evenings and weekends	E		
Able to stay calm under pressure and in a busy working environment	E		



Cash Handling and Daily Banking experience	P		
Knowledge of Box Office systems, especially the ProVenue ticketing system	P		
Ability to work confidently and efficiently with emergency situations (E.g. fire evacuation, first aid situations.)	E		
Personal License Holder	P		
Corporately required personal qualities and behaviours			
Innovative	E		
Supportive	E		
Flexible	E		
Positive	E		
Total Criteria Score			Feedback to be given to candidate:
Essential Criteria Score			
Preferred Criteria Score			
Appointment choice number		1st / 2nd / 3rd	