



Job Description		
Job Title	Duty Manager	
Responsible to	Front of House and Box Office Manager	
Department	Redgrave Theatre	
Purpose of job and primary objectives	To manage the health and safety of all Visiting Companies, Clifton College Students, Front of House Staff, Technical Staff and Audience Members within the Redgrave Theatre	
What we are looking for:		
	<p>Key Traits:</p> <p><u>Essential:</u></p> <ul style="list-style-type: none"> • Warm and friendly personality • Self motivated and able to work as a team and using own initiative. • Enthusiastic and passionate about theatre. 	
	<p>Key Qualifications:</p> <ul style="list-style-type: none"> • Level 2 English and Maths. 	
	<p>Key Skills, Knowledge and Experience:</p> <ul style="list-style-type: none"> • Confident team leader with proven experience successfully managing staff • Proven experience of leading on customer service delivery • Ability to create a welcoming environment for a diverse range of building users • Knowledge of Health and Safety legislation • Fire evacuation experience • Experience of working Front of House in a venue • Experience of managing a bar • Excellent communication skills • Problem solving • The ability to work evenings, weekends and Christmas period • An interest in theatre 	
Duties and responsibilities:		
	<ul style="list-style-type: none"> • To be the public face of the organisation, greeting patrons and acting as ambassador for the theatre, ensuring the highest possible standards of customer care and ensuring all public areas offer a friendly, welcoming and well-presented atmosphere to visitors. • To coordinate the communication between the 	

	<p>Front of House team, including audience special requirements, groups, general show information etc.</p> <ul style="list-style-type: none"> • To be the responsible person in charge while the theatre is open to the public, taking the lead in all situations and liaising with colleagues whilst following the theatre’s policies and procedures at all times. • To coordinate front of house, bar and box office staff, ensuring they carry out their duties and responsibilities efficiently. • To liaise with other departments including technical staff, stage managers and visiting companies as appropriate so that they have all the information they need to offer an excellent and informed service to our audiences. • To ensure front of house staff are working according to the most up-to-date in-house procedures, including the theatre’s Health and Safety Policy and especially emergency procedures, making sure that they are able to implement these at all times and that they are made aware of any changes when necessary. • To follow the theatre’s procedures for completing and distributing a show report. • To secure and lock the building at the end of performance. • To assist with box office duties when required. • To be responsible for managing the bar, ensuring that it is run efficiently to maximise profit and minimise outgoings and meet agreed targets. • Ensure that public areas are clean, tidy and presentable at all times. • To ensure the bar is run in accordance with Health and Safety, Licensing and Hygiene legislation and that staff understand the rules and regulations regarding selling alcohol. • Cash handling, including cashing up after each performance. <p>Values and behaviours</p> <ul style="list-style-type: none"> • Uphold Clifton College’s values • Act as a role model for all Clifton employees • Support the College in embedding our values and desired behaviours in order to promote a positive, respectful, compassionate, and inclusive culture and working environment <p>Equal Opportunities</p> <ul style="list-style-type: none"> • Maintain an up to date knowledge of Equality and Diversity legislation and the organisation’s Equality 	
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	<p>and Diversity policies and procedures, in particular with regard to the recruitment and retention of staff.</p> <p>Safeguarding</p> <ul style="list-style-type: none">• Maintain an up to date knowledge of Safeguarding legislation, and the College’s safeguarding policies and procedures, in particular with regard to the recruitment and retention of staff. <p>Health and Safety</p> <ul style="list-style-type: none">• Ensure that an up to date knowledge of Health and Safety legislation as applicable to the role is maintained and that the College’s Health and Safety policies and procedures are fully implemented and adhered to as applicable, particular with regard to the recruitment and retention of staff. <p>Professional Development</p> <ul style="list-style-type: none">• Maintain and update your own knowledge and skills inline with legislation and the needs of the role.	
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