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**JOB DESCRIPTION – Christmas Duty Manager**

**Responsible to:** North Wall Theatre and Marketing Manager

**Accountable to:** Trustees of the North Wall

**Reports**

The post reports in the first instance to the North Wall Theatre Manager, and thereafter to the General Manager and Directors.

**Relates to**

All North Wall staff

Volunteer front of house and bar staff (supervisory role)

St Edward’s School teaching, support staff and pupils

Visiting artists, theatre companies and exhibitors

Visiting members of the public

**Job Summary**

At Christmas the North Wall hosts a six week run of a professional show produced by Creation Theatre Company. Creation bring their own FOH staff and run the shows themselves, so the role at this time is more of a ‘Duty Manager,’ operating two different box office systems, overseeing bar operations and with responsibility for fire marshalling and building and audience safety and security.

Specific dates required: **Mon 27th November 2017 – Saturday 6th January 2018**

**Main Tasks and Responsibilities**

**Box Office**

* Manning the North Wall’s box office during all normal opening hours and until 30 minutes after the start of each performance
* Dealing with customers on the phone and face to face
* Using the North Wall’s Ticketsolve box office system to manage customer records and run daily and weekly reports as needed
* Selling tickets for the Christmas show, using the Spektrix box office system
* Cash handling and cashing up

**Front of House**

* During performances:
* Acting as the designated First Aider whenever on duty (training will be provided, if necessary)
* Acting as Duty Manager, in ultimate charge of the theatre and audience, and providing a presence in the foyer when on duty
* Being fully familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation if necessary
* Ensuring that the theatre is left clean and tidy after the performance

**Bar**

* Overseeing sales of hot drinks and ice creams, ordering stock and ensuring accurate systems are in place for logging sales and receipts after every show.
* Checking and maintaining the bar float
* Keeping the bar area clean and tidy
* Ensuring safe and accurate cash handling and cashing up procedures
* Logging all takings, event by event

**Premises**

* When on duty, being responsible for security in the building, including the flow of people allowed onto the premises during the day and for lock-up procedures at night

**Gallery**

* Overseeing / stewarding public exhibitions in the North Wall Gallery space
* Providing information to, and acting as a point of contact for, gallery visitors

**Administration**

* Dealing with a wide variety of visitors and a range of public enquiries – in person, by telephone or by email
* Other duties as requested.

**Start date**

**T**he post requires availability from Monday 27th November – Saturday 6th January inclusive.

**Hours of work**

This is an hourly-paid position with estimated hours in the region of 40 per week.  A highly flexible approach to working hours is essential as the position involves working days of varying length and work at weekends and during the evening.

**Salary**

£9.50 per hour for all hours worked, including during training.

**Holiday**

You will receive holiday pay at the end of this appointment, based on the number of hours worked.  Your entitlement to holiday pay is 5.6 weeks a year, pro rata to hours worked.

**Sickness benefit**

There is no entitlement to sickness benefit, except for Statutory Sick Pay, which will be paid if the qualifying conditions are met.

**Safeguarding at St Edward’s**

The North Wall is owned by St Edward’s School and we are committed to safeguarding and promoting the welfare of children and young people. We aim to create and maintain a safe environment for our pupils, where they feel respected and supported. We expect all staff to share this commitment and to become familiar with our policies and procedures for child protection and security. It is a requirement of the Children Act and Care Standards Regulations that all employees of the school must receive enhanced clearance from the Disclosure & Barring Service.

**Miscellaneous**

* Free lunches are available during times when the school’s kitchens are in operation.
* Car parking is available on-site but this not a contractual right.

**Health and safety**

Under the Health & Safety at Work Act 1974 all staff must take reasonable care of their own health and safety and of others who may be affected by their actions or omissions at work and must comply with the school in its understanding of any relevant statutory provision. Staff must not intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare in pursuance of any of the statutory provisions.

**PERSON SPECIFICATION – Christmas Duty Manager**

**Personal circumstances and attributes**

Essential Qualities

* Ability to work flexibly, be reliable and work the necessary hours to meet the demands of the position
* Enthusiasm, motivation, good humour and a positive, can-do attitude
* A calm, capable and unflappable manner when dealing with busy events and members of the public and the ability to take charge, lead and manage situations involving many different people
* Accuracy and an eye for detail
* The ability to work well as part of a team, but also to use initiative and to work autonomously, as necessary
* Strong commitment to customer care, and a desire to give all users of the North Wall the very best experience possible

Desirable Qualities

* A personal interest in the arts, and understanding of the ideals and goals of an arts organisation

**Skills and experience**

Essential Qualities

* Experience working in a busy public-facing role
* Previous experience of cash handling
* Excellent organisational skills
* Excellent communication skills: face to face, telephone and online and the ability to deal effectively with a wide variety of customers and excellent written English
* First Aid certificate or willingness to undergo training

Desirable Qualities

* Experience working in a theatre front of house role
* Experience using box office software

**Motivation**

Essential Qualities

* Task and goal-oriented with a positive attitude

**Child Protection**

Essential Qualities

* Commitment to the protection of children and young people.
* Willingness to work within the school’s Child Protection guidance for staff and follow relevant organisational procedures.