
DUTY MANAGER

Job Description

Department:	Operations
Responsible to:	Front of House Managers & Supervisors
Responsible for:	Audience
Contract type:	Casual
Rate of pay:	£13.33 per hour

ABOUT ROSE THEATRE

Founded by Sir Peter Hall and modelled on the original Elizabethan Rose Theatre on London's Bankside, Rose Theatre is the largest producing theatre in Southwest London. Our artistic programme is at our core. Creating a combination of in-house productions and co-productions each season, we produce work that reflects the highest standards of artistic excellence and attracts celebrated actors and directors.

Our vision is to be a world class producing theatre for our part of London and beyond, which is famous for drama, fully engaged with the local community and financially sustainable.

We aim to:

- Entertain Audiences
- Elevate Artists
- Empower Communities
- Offer Something for Everyone

We are supported by the Royal Borough of Kingston and Kingston University as well as several individuals, Trusts, Foundations, and corporate sponsors. With no regular funding from Arts Council England, the Rose depends on Box Office income to flourish.

Chief Executive

Robert O'Dowd

Artistic Director

Christopher Haydon

Advisory Associate Director

Sir Trevor Nunn

Rose Associate Artists

Jane Asher

Niamh Cusack

Lucian Msamati

Melly Still

ABOUT THIS JOB

As a Duty Manager you are responsible for the running of performances and events throughout the building.

You are responsible for the safety of audience members.

You will be the highest point of contact for all audiences and visitors and will provide the highest level of customer service.

DUTIES AND RESPONSIBILITIES

As Duty Manager

- To steward public areas of Rose Theatre and any temporary spaces in which the company may perform.
- To proactively support the access needs of audiences
- To receive and monitor audience feedback and report on feedback to the FOH & Events Manager.
- To assist with the set up and preparation for events within Rose Theatre.
- To ensure that before and during performances all front of house areas (including toilets) present a clean and inviting appearance. This includes publicity displays, leaflet displays, and making cast lists and programmes/playtext readily available, where appropriate.
- To resolve customer issues and problems professionally, escalating promptly to the FOH & Events Manager when appropriate.
- To consult and assist other departments regarding Front of House arrangements and staffing for functions (e.g. Development Evenings, First/Last Night Parties etc).
- Provide feedback and input into the Front of House operation of the building, including the cleaning and maintenance services.

Staff supervision

- Assist with the delivery of in-house training.
- Motivate volunteer ushers to ensure agreed targets are met.
- Ensure ushers are properly informed and prepared, for each performance.
- Support policies designed to uphold staff safety, wellbeing, development, and training.
- Ensure compliance with relevant legislation.

Administration

- Assist in the completion of the stock control and ordering systems
- Use Artifax & Spektrix to monitor, plan and deliver a high standard of service for all events in Rose Theatre.
- To be responsible for cashing up and to assist with the management of the EPoS and associated systems as instructed by the FOH & Events Manager.

Health & Safety, Fire Safety & Security

- To be responsible for safety and security when on duty, being familiar with and carrying out the Local Authority regulations and ensuring that the Rose Theatre, Kingston's own Health and Safety Policy is adhered to.
- Work safely and encourage and require others to work safely in accordance with the Health & Safety Policy.
- Ensure that the Accident Book is kept up-to-date and that all accidents are immediately entered into it.
- Support the management of the day-to-day health and safety in line with the H&S Policy, emergency procedures and operational plans including acting as a fire marshal and undertaking evacuation and emergency management duties and complying with fire safety legislation requirements.
- To be a trained First Aider (training will be given for this if necessary)

Merchandise and Trading

- To staff and organise the merchandise and trading operations within the theatre.
- To proactively drive sales of ice creams and merchandise when provided.

General

- Ensure that the Rose Theatre, Kingston policies, including Health and Safety, Access and Equal Opportunities are adhered to in FOH operations.
- Be responsible for undertaking training and development as required to meet the needs of the organisation.
- Be an active and supportive member of Rose Theatre staff team, promoting the values and behaviours set out in key policies and procedures including promoting diversity and inclusion.
- Any other reasonable duties that arise to fulfil the objectives of the Rose Theatre, Kingston Theatre Company.

Please note this job description is not to be regarded as exclusive or exhaustive. It is intended as an outline indicating the main areas of activity and may be amended in consultation with the post holder as the role develops and/or priorities and requirements change.

PERSON SPECIFICATION

Essential skills and experience

- Excellent written and verbal communication skills.
- Experience of interacting with and engaging with members of the public.
- Excellent interpersonal skills, a polite, personable manner, and a willingness to help and support others.
- Excellent time-management skills and ability to multi-task.
- Ability to work on own initiative, problem solving skills and flexibility.
- Excellent organisational skills.

- Ability to work well within a team.
- High standard of written and spoken English.
- Flexibility and good availability in terms of hours, days and shifts.
- Regular weekend and evening availability.
- Available to work over the Christmas period and other public holidays.

Desirable skills and experience

- Knowledge of & experience of implementing health and safety legislation and policies.
- Experience of motivating a team of staff.
- First aid trained.
- Experience using radio communication systems.
- Experience working with volunteers.

CONDITIONS

Location:	Based in primarily Rose Theatre but may be requested on occasion to work at external venues local to the theatre.
Holiday:	
Probationary period:	This is a casual position. Hours are not guaranteed minimum or maximum. Shifts are scheduled around performance times and may be required at any time of the day and evening. We operate 7 days a week and expect regular availability across all days.
Notice period:	No notice required by either party.
DBS check:	You must tell us about any unspent criminal convictions when applying for this job. We may undertake an enhanced Disclosure and Barring Service check if appointed. If you don't disclose information relating to unspent convictions, we will withdraw any offer of employment that we may subsequently make or terminate your employment.
References & right to work	Any offer of employment will be subject to the receipt of two satisfactory references, one of which must be from your most recent employer or professional contact. You must have the right to work in the UK.