

September 2021

## **Application Pack for the role of: Duty Manager**

To apply please fully complete the Arcola Application Form [which you can download from the Arcola Theatre website <https://www.arcolatheatre.com/about/work/>].

Email to **Front of House & Box Office Manager, Norna Yau** at: [jobs@arcolatheatre.com](mailto:jobs@arcolatheatre.com)

With the subject line heading: **FoH Duty Manager**



### **We cannot accept CVs.**

Please feel free to save and send the Equal Opportunities monitoring form separately from your application form.

Do not apply if you do not have the relevant experience as this position is not a 'first step into the industry' role.

We can only accept applications from people who have a work permit for the UK.

Unfortunately, as we are a charity with limited resources, we will only respond to short listed applicants. If you have not heard from us by Sunday 19th September, your application will have been unsuccessful.

**The deadline for applications is:** 10am Thursday 16th September 2021

**Interviews will take place the week commencing:** 20th September 2021

### **JOB DESCRIPTION**

**ROLE:** Duty Manager

**REPORT TO:** Front of House & Box Office Manager, Front of House & Box Office Assistant Manager and Front of House Supervisor.

### **ARCOLA THEATRE**

Arcola Theatre is based in the heart of Dalston, East London and is a National Portfolio Organisation of Arts Council England. Since 2000, Arcola Theatre has been developing a dynamic and strong reputation for its high standards of theatre programming, community and creative learning engagement and through its ethos for environmentally sustainable arts practice.

Arcola Theatre is now considered as one of the most respected arts venues in the UK. Founded by Artistic Director Mehmet Ergen and Executive Producer Leyla Nazli, Arcola Theatre is blazing a trail in artistic excellence and innovative management style. From its in-house productions in its main house studio one, to ground breaking work in Studio 2, Arcola programming features some of the most exciting directors, actors and writers working in the industry through to residencies from some of the most exciting young companies in the world. Arcola is much more than an arts venue and runs one of the most extensive multi-cultural community and youth programmes in East London. Arcola Theatre has won numerous awards in its 19 years of operation and most recently this included winning "Most Welcoming Theatre in East London" at the Off West End Awards from 2012-2017. After recent renovation of the building, Arcola Theatre is embarking on an exciting new chapter of its recent history.

## **PURPOSE OF THE ROLE**

Arcola Theatre is now recruiting for a part time **Duty Manager**.

We are looking to recruit a Duty Manager to support the Front of House team in the smooth running of the Arcola Theatre, Front of House operations during show times [Arcola Theatre - Studio One, Studio Two, as well as Studio Three, Four & Five rehearsal rooms – used for community and creative engagement groups]. In doing so, the Duty Manager will need to liaise with companies [Stage Managers, Actors and Creatives] and our diverse audiences.

The Duty Manager will work with and supervise our pool of Front of House Ushers, Box Office staff and Volunteers throughout the matinee/or evening shifts and also any security/door staff working on any events that run in the Theatre spaces. The Duty Manager will also need knowledge of Spektrix or other ticket booking systems.

## **RESPONSIBILITIES**

Specific responsibilities include but are not limited to:

When working as a Duty Manager, they are responsible for:

- Care and supervision of the public before, during and after performances.
- The Duty Manager represents the theatre to its audiences at these times and their prime responsibility is to ensure their comfort, enjoyment and safety.
- To hold pre-show briefing session, ensuring all Front of House staff are well informed at all times.
- Supervising all FoH staff when on duty.
- Responsible for the care and safety of all members of the public and all FoH staff who are on the premises, during your shift..
- Ensuring safe evacuation of the entire building [members of the public and staff] in the event of an emergency; liaison with Emergency services.
- To be familiar with the fire alarm system and emergency evacuation / invac procedure [training will be provided] in order to take full responsibility and implement these systems while on duty.
- To ensure that all Duty Manager site checks are performed pre and post shift.
- Maintaining a clean and professional appearance of foyer, toilets, and theatre spaces.
- Working with the Front of House Manager and other team members to improve customer care for all patrons.
- To pay attention to customer care for patrons with access needs and disabilities.
- To comply and ensure others comply with the theatre's Health and Safety and other policies.
- To oversee reconciliation of monies [for programmes and merchandise] at the end of shift.
- Security of the FoH area of the building, including switching lights/all electrical equipment off, securing doors and fire doors in the foyer and auditoriums [Arcola Theatre - Arcola Outside, Studio One, Studio Two, as well as Studio Three, & Four rehearsal rooms] at the end of the shift.
- Writing detailed show reports at the end of the shift that records audience numbers and highlights any aspects, issues and action points.
- Attending team meetings and training sessions as appropriate.
- Ensure maximum potential and ensure the efficient running of all Front of House staff.
- Identify poor performance and quickly act to tackle the issues.
- Recognise and acknowledge good performances.
- To deal with customer complaints quickly, confidently, effectively and appropriately.
- Taking ticket and membership bookings over the phone and in person.
- Issuing tickets to customers.
- Run reports on our ticketing system, Spektrix.

### **PERSON SPECIFICATION**

- Previous Duty Management or supervisory experience in a busy Front of House environment is essential.
- Previous Box Office experience in a busy Front of House environment is essential.
- A calm, enthusiastic, friendly and polite team player who enjoys meeting new people.
- Able to take responsibility and make quick, informed operational decisions when enquired.
- Ability to think quickly, prioritise and multi-task within a fast paced pressured environment.
- Excellent customer service skills and a good sense of humour even under pressure.
- Flexibility and the ability to adapt to changing circumstances.
- Ability to engage confidently and pleasantly with a wide range of people.
- Proven ability to manage and motivate a team.
- Ability to work constructively with and support the Front of House and Events.
- Ability to handle money and accurately record sales.
- Working knowledge of Box Office systems and familiarity with theatre ticketing systems essential.
- Interest in Theatre.
- Excellent attention to detail.
- Excellent organizational skills
- Ability to work evenings and weekends is essential.
- First Aid & Fire Marshal trained, with certificate is desired.

### **OTHER BENEFITS**

- Complimentary Staff tickets for you and a guest, when not on duty and subject to availability.
- Staff discount on the Bar.
- Working in a hands-on well established arts venue.
- Occasional offers, for other theatres.

### **TERMS & CONDITIONS**

**Title of post:** Duty Manager

**Contract:** Casual

**Hours:** Allocated on a shift basis by your Line Manager

**Typical patterns of shift work:** 17:00-23:00 [Mon-Sat evening shifts],  
13:00-18:00 [Wed & Sat matinee shifts].

With some additional Sunday shifts also available, dependent on programming.

**Holidays:** 12% paid holiday allowance added to monthly pay

**Rate of Pay:** £11 per hour

**Access:** Arcola is wheelchair accessible throughout

### **APPLICATION PROCESS**

Application by submission of an Arcola application form, showing how each of the points required in the person specification is met, via email to **Front of House & Box Office Manager, Norna Yau** at: [jobs@arcolatheatre.com](mailto:jobs@arcolatheatre.com)

With the subject line heading: **FoH Duty Manager**

**The deadline for applications is:** 12pm Sunday 12th September 2021

**Interviews will take place the week commencing:** 13th September 2021