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JOB DESCRIPTION & PERSON SPECIFICATION

Job Description

KEY INFORMATION

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| **Role Title** | Duty Manager (Zero Hours) |
| **Reports to** | Deputy Guest Experience Manager |
| **Responsible for** | Supervision of the Guest Experience Team on shift |
| **Hours** | Variable based on performance schedule |
| **Contract** | Zero Hour |
| **Annual Leave** | Pro Rata |
| **Salary** | £14.47 p/h |
| **Location** | Fareham Live  |

ABOUT TRAFALGAR ENTERTAINMENT (TE)

Co-founded by Sir Howard Panter and Dame Rosemary Squire in 2017, Trafalgar Entertainment is a premium international live entertainment business focussed on new productions, venue ownership, Performing Arts education, theatre ticketing, the distribution of live-streaming innovative content and the provision of great theatres where people can come together to share in the experience of live entertainment. TE is home to Trafalgar Theatres, The Chiswick Cinema, Trafalgar Theatre Productions, Trafalgar Releasing, Trafalgar Tickets, Stagecoach Performing Arts, Drama Kids/Helen O’Grady Drama Academy, ticketing company London Theatre Direct, Stagedoor, Jonathan Church Theatre Productions, and Imagine Theatre.

ABOUT TRAFALGAR THEATRES

Trafalgar Theatres is the venue-operating division of TE. We currently operate **21** venues; including 14 in the UK regions; the Trafalgar Theatre in London’s West End and the Theatre Royal in Sydney. We’re growing fast, we’re confident in what we do, and we’re ambitious about the future. There’s never been a better time to get onboard.

We are passionate about entertainment, audiences, and the live experience and we value **Creativity, Collaboration, Excellence** and **Respect.**

ABOUT THIS ROLE

The Duty Manager is a key figure in ensuring the smooth and efficient running of front-of-house operations during performances and events. This role is central to delivering exceptional customer service and maintaining a safe, welcoming, and vibrant environment for audiences, visitors, and staff. Duty Managers lead and support the volunteer team, liaise with visiting companies, and represent Fareham Live as the primary contact during their shift.

ABOUT YOU

You are a dynamic and engaging leader with experience in theatre, music, or live entertainment. You’re commercially aware, proactive, and results-driven, with the ability to influence and collaborate across departments and with external partners. You communicate clearly, build strong relationships, and thrive in a fast-paced environment. We are looking for an individual that can work as part of a team and individually to achieve excellent customer service and to deliver our values: creativity, collaboration, excellence, and respect.

JOB ROLE

* Act as Duty Manager on a rota basis, including evenings, weekends, and bank holidays.
* Ensure building security procedures are followed, including opening and closing protocols.
* Implement emergency and evacuation procedures, including training, drills, and briefings.
* Take responsibility for the safety of staff, public, and contractors while on duty.
* Liaise with visiting companies and tour managers to support show operations.
* Foster positive working relationships across Guest Experience teams and ensure clear communication.
* Serve as the first point of contact for customers and visiting companies during events.
* Complete all relevant paperwork, including daily reports, sales figures, and timesheets.
* Conduct regular checks of all spaces and equipment, ensuring maintenance and safety.
* Motivate and support Guest Experience staff to deliver outstanding customer service.
* Maintain a visible management presence during opening times to ensure smooth operations.

**Additional Duties**

* Ensure compliance with legislation, licensing, and Health & Safety regulations.
* Act as a key holder, maintaining daily operations and building security.
* Undertake relevant training and development.
* Attend meetings and take minutes when required.
* Adhere to uniform and protective clothing policies.
* Carry out other duties as requested by the Guest Experience Management team.

This Job Description is not an exhaustive description of your duties.  You will be required to adopt a flexible approach to your role and responsibilities.  From time to time, you may be required to undertake such alternative or additional duties as may be commensurate with your skills, experience, and capabilities.

 **PERSON SPECIFICATION**

To be considered for this post you will need to evidence and demonstrate:

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### **Essential Criteria**

* Experience of working effectively as part of a team.
* Delivering excellent customer service in a multi-tasking environment.
* Hands-on bar experience in a busy front of house environment.
* Previous experience of managing and training staff in a team leader or supervisor capacity.
* Availability to work evenings, weekends and bank holidays.

**Skills**

* Literacy, computer literacy (including proficiency in Microsoft Office), and numeracy appropriate to the requirements of the post.
* Excellent interpersonal and communication skills.
* Good organisational and planning skills.
* Ability to work calmly and effectively in a fast-paced hospitality environment.
* Knowledge of problem solving with a positive and pro-active approach.

**Attitude**

* A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
* An ability to be flexible to business needs and work calmly and effectively under pressure.
* A pro-active and positive approach to solving problems in a prompt and independent manner.

**Desirable**

* Experience of The Zonal till system and sales reconciliation.
* Basic Food Hygiene.
* An interest for live theatre and the arts.

Trafalgar Entertainment is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. We welcome applications from people in groups where we are under-represented, for example people with disabilities, from minority ethnic groups, older returners and people who are neurodivergent.

We are curious, courageous and ambitious, empowering people to challenge and innovate in pursuit of excellence.