

# TRAFALGAR THEATRES

## KEY INFORMATION

<b>Role Title</b>	Duty Manager
<b>Reports to</b>	Guest Experience Manager
<b>Responsible for</b>	Duty Managers are responsible for the smooth and efficient day to day running of the front of house operations during performances. They lead and develop the team of volunteers in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences and visitors alike. Duty Managers will work closely with all departments to identify and implement long term strategies for customer service standards and commercial income opportunities through merchandise sales and commission. Duty Managers will represent Swindon Theatres and be the main contact when on shift to the public and visiting companies.
<b>Hours</b>	Hours are offered on a casual basis and will include evening, weekend and Bank Holiday working.
<b>Contract</b>	Zero Hours
<b>Salary</b>	£ 13 Per Hour
<b>Location</b>	You will be based at The Wyvern Theatre and Swindon Arts Centre and may be required to travel to and work at other venues. Approved travel expenses will be reimbursed.

## 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 vital to the success of our business. The postholder plays a pivotal role in the smooth and efficient day to day running of the front of house operations during performances.

As the postholder is responsible for:

1. Lead and develop the team of volunteers in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences and visitors alike.
2. Duty Managers will work closely with all departments to identify and implement long term strategies for customer service standards and commercial income opportunities through merchandise sales and commission.
3. Duty Managers will represent Swindon Theatres and be the main contact when on shift to the public and visiting companies.

## ABOUT YOU

1. A professional with experience in the theatre, music or live-entertainment space, you'll be a self-motivated, engaging and dynamic leader.
2. Commercially savvy, enthusiastic and capable of influencing others (including senior members of the TE team and third-party producer clients) you'll be energetic, proactive, results-focussed and creative in your approach.

3. You'll be resilient, able to communicate clearly and excellent at forming working relationships with others.
4. The ideal candidate will have a proven track record in customer care with a strong ability to exercise initiative, take personal responsibility and resolve issues independently. A positive, solution focused attitude and the ability to work effectively under pressure. Flexibility to adapt quickly to demands in relation to duties and working hours which will include evenings and weekends.

#### KEY RESPONSIBILITIES

1. Act as Duty Manager for the building on a rota basis, working evenings, weekends and bank holidays.
2. Liaison with the Visiting Company and Tour Managers as required as part of the show duty management responsibilities.
3. Create and sustain positive FOH working relationships, ensuring effective communication and support.
4. Act as a Duty Manager for performances / events and being first point of contact for customers and visiting companies.
5. Actively lead all key services ensuring the guest experience is positive. Maintain a constant management presence throughout key service times and proactively drive each service through excellent leadership.
6. Support, motivate and nurture the contracted staff and volunteer team to ensure they deliver a consistently excellent customer service.
7. Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
8. Ensuring that systems and procedures for security are followed at all times and that correct opening up and locking up procedures are followed
9. Implementing the correct emergency and evacuation procedures for the building including all relevant training, drills and briefings. Responsibility, when on duty, of all staff, volunteers, public and contractors to ensure their safety at all times.
10. Completion of all related paperwork including, but not limited to, daily reports, sales figures and timesheets.
11. To carry out regular checks ensuring all spaces, internal and external, all fittings, equipment and resources are well maintained, in good working order and to take appropriate action when they are not.
12. Ensure all operations adhere to relevant legislation, licensing conditions and health & safety regulations.
13. Where appropriate undertake responsibilities as a key holder of the building, ensuring smooth and safe daily operations and security procedures are maintained.
14. Undertake training and development as appropriate and keep apprised of developments in field of expertise.
15. Attend, and if required, note take meetings as required.

#### PERSON SPECIFICATION

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

1. Previous experience in a busy entertainment venue or hospitality environment with an interest in live theatre and entertainment.
2. Previous experience managing a large team of volunteers and staff.
3. The ability to communicate effectively with colleagues, the public, stakeholders and industry professionals.
4. Excellent organisational and planning skills and the ability to delegate effectively to others.
5. The ability to work calmly and effectively in a pressurised work environment and respond flexibly.
6. At least a basic level of competency using Outlook, Word and Excel.
7. A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
8. A team player who leads from the front and by example.
9. Lively, articulate and engaging spoken communication and an excellent manner when dealing with the public, visitors and colleagues.
10. A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
11. A presentable, professional and approachable manner which sets an example for others to follow.
12. Ability and willingness to work flexible hours including evenings, weekends and Bank Holidays.
13. A desire to undertake training, learning and development relevant to the job role.
14. Knowledge of basic health & safety

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. In particular, 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.

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.

This role may be subject to a Disclosure and Barring Service (DBS) check or other security screening, depending on the specific requirements of the position.

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