

KEY INFORMATION

Role Title	Duty Manager
Reports to	Deputy Customer Experience Manager
Responsible for	No direct reports When on duty: responsible for Duty Supervisors, Porters and casual and zero-hours operational staff
Hours	Full Time
Contract	Permanent
Annual Leave	33 days per annum inclusive of public holidays
Location	On-site at Southend Theatres (Cliffs Pavilion & Palace Theatre)

INTRODUCTION

Duty Managers play a pivotal role in the delivery of customer service and the smooth and efficient day to day running of the venues' operations during performances, events and daytime service.

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 SOUTHEND THEATRES

Southend Theatres comprises the Cliffs Pavilion, the Palace Theatre and the Dixon Studio in Essex and is managed by an experienced team of over 250.

Southend Theatres is one of the most successful theatre, event and food and drink operations in the UK, delivering nearly 1,000 events every year, with venue capacities ranging from 80 seats to 2,200 seating/standing.

ABOUT THIS ROLE

Duty Managers are vital to the commercial success of Southend Theatres. Duty Managers play a pivotal role in the delivery of customer service and for the smooth and efficient day to day running of the venues' operations during performances, events and daytime service.

Collaborating across all teams, Duty Managers represent Southend Theatres as the main contact for the public and visiting companies. Duty Managers are the face of the operation, overseeing the provision of general security, portage and cleaning, maintenance, health and safety, alongside delivering commercial success for the business.

ABOUT YOU

You are customer-focused and commercially savvy, with a strong working knowledge of theatre, events, or food and drink operations. You are comfortable operating in a highly commercial environment within a large corporate organisation.

You thrive in busy, fast-paced, and multifaceted settings, with the ability to think on your feet and positively influence the success of events and overall business performance.

You demonstrate a strong customer service ethos and a genuine commitment to delivering an excellent experience—consistently and without compromise.

Flexible, energetic, and resilient, you are results-focused and motivated by driving profitability and operational efficiency.

You communicate with professionalism and confidence, maintaining an excellent manner when engaging with the public, colleagues, stakeholders, and industry partners.

You adapt well to changing business needs and remain calm, focused, and effective under pressure.

You have proven experience in operational people management, including training and development, workforce deployment and rota management, and performance management.

JOB ROLE

KEY RESPONSIBILITIES

1. Duty Management & Customer Experience Delivery

- Act as Duty Manager for the venues on a rota basis, ensuring safe, efficient and welcoming operations across daytime, evening, weekend and bank holiday trading.
- Serve as the first point of contact for customers, staff, contractors and visiting companies, resolving issues promptly and professionally.
- Deliver high standards of customer experience across all public-facing operations, actively leading services and maintaining a visible management presence at key times.

- Liaison with the Visiting Company and Tour Managers as required as part of the show duty management responsibilities.
- Implement customer experience standards as directed by the Customer Experience Manager and Deputy Customer Experience Manager.

2. Commercial Delivery (Operational Execution)

- Maximise income generation across customer-facing operations bars, catering (restaurant and events) and retail by delivering services effectively and supporting agreed commercial initiatives.
- Ensure marketing materials are current, relevant and correctly displayed to support customer engagement and spend.
- Support allocated events to ensure effective service delivery, including room setup, equipment preparation and correct storage.

3. Operational Control & Event Delivery

- Oversee delivery of assigned events, ensuring correct setup, smooth operation and timely resolution of issues.
- Carry out and record pre-opening and pre-show checks to ensure venues are safe, compliant and presented to a high standard.
- Operate building systems (including the building management system) to maintain a comfortable and welcoming environment.
- Complete all required operational documentation, including show reports, rotas, timesheets, incident reports and training records.

4. Safety, Security & Compliance

- Ensure compliance with all relevant legislation, licensing conditions, security procedures and Health & Safety regulations.
- Follow and enforce correct opening, closing and locking-up procedures.
- Act as a nominated First Aider, responding to incidents, ensuring accurate recording and appropriate follow-up.
- Implement emergency and evacuation procedures during duty periods, including participation in training, drills and briefings.
- Act as key-holder for venues, including involvement in emergency call-outs where required.
- Take operational responsibility for the safety of staff, customers, contractors and visiting companies during duty periods.

5. Team Support & Professional Conduct

- Create and sustain positive working relationships through clear communication, support and visible leadership.
- Adopt a positive approach to problem solving, supporting the aim to minimise negative feedback.
- Support recruitment, onboarding and development activities for operational teams.
- Maintain personal competence through training, development and awareness of operational best practice.
- Comply with uniform and personal protective equipment requirements.

PERFORMANCE MEASURES

Venues' profitability
 Customer satisfaction ratings
 Operational and safety effectiveness
 Producer/Hirer feedback

FURTHER INFORMATION

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, as directed by the Deputy Customer Experience Manager, Customer Experience Manager, General Manager, Venue Director or other senior leaders.

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.