

HAYES
BECK THEATRE

Casual Duty Manager

Job Description
Person Specification

June 2021

HQ Theatres is the UK's leading regional theatre specialist and part of Trafalgar Entertainment.

Beck Theatre is one of 11 venues within the company's current portfolio of regional theatres and concert halls, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. HQ programmes more than 2,500 different shows attracting audiences of over 1.5 million.

Beck Theatre is a vibrant and dynamic place to work – a venue which presents a wide and varied programme of music, theatre and comedy. We always provide our staff with the best opportunities to train and develop within the organisation.

Employment type: Casual

Salary: £10.50 per hour

Hours: Part time, casual hours. This is a flexible role that could fit around another job. Evening, daytime and weekend working available to suit the appointed person. There are no set hours or days per week. Hours would be offered dependent on the needs of the venue.

Work location: You will be based at The Beck Theatre, Hayes.

Purpose of the role: To manage The Beck Theatre Front of House operation during a show, leading the Hospitality team and Volunteer Ushers in the delivery of a world class experience to all customers, ensuring everyone has a fantastic time, safely.

The successful applicant will be required to comply with our Data & Barring Service (DBS) Check procedures.

Our ideal candidate: Someone with a passion for delivering outstanding customer service, great attention to detail and the ability to inspire a team.

For an informal discussion contact: Steve Sargeant
ssargeant@becktheatre.org.uk

Closing date: 16th July 2021

How to apply: Send your CV and a covering letter to kwelsh@becktheatre.org.uk Tell us why you think you are suited to this role, why it interests you and how we'll benefit from having you on board!

REPORTING

You will report directly to the Customer Experience Manager.

KEY ACCOUNTABILITIES

Strategic

- To ensure that all guests have a World Class Experience at The Beck and are encouraged to return.
- To lead the Hospitality and Volunteer Usher teams in the provision of exceptional customer service in the most profitable way.
- To establish a visible and accessible management profile throughout the theatre in order to foster good relations and to provide support, advice and assistance for all staff, volunteers, producers, artists and visitors.

Operations

- To ensure that Theatre and Hospitality Banking is completed accurately and in a timely manner.
- To be the first point of contact for all audience members, responding positively to feedback and dealing with complaints in a calm and professional manner
- To be familiar with the responsibilities of all casual Hospitality staff and Volunteer Ushers in order that you can effectively manage them during a shift.

Health & Safety

- To ensure the company's H&S Policy is promoted at all times and arrangements have been made for carrying out the policy.
- Resolve H&S issues raised by staff and, if necessary, escalate these issues to the Theatre Management.
- Accurately report all accidents and near-misses in a timely manner.
- Co-Operate fully with any enforcement officer that might visit the venue.
- To act as the designated first-aider when required.

Recruitment, Training and Development

- Undertake training and development relevant to the successful execution of the job role.

Other Responsibilities

- Dress in accordance with Company uniform policy and wear protective clothing where issued and instructed.
- Attend and, if required, note take meetings.

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.

PERSON SPECIFICATION

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

Experience

- Previous Experience in a customer-facing role
- Experience of managing an event, or leading a shift
- Proven experience of maintaining accurate records in order to deal with administrative and financial procedures.

Skills

- Good levels of numeracy and literacy.
- Good IT skills
- Ability to communicate with customers efficiently in a courteous, professional manner under pressure

Knowledge

- Some understanding of licensing law

Attitude

- A strong customer service focus and a genuine desire to deliver an excellent experience, every time.
- A 'can-do' attitude and a positive, flexible approach to the job role, work colleagues and peers.
- A presentable, professional and approachable manner which sets an example for others to follow.
- Willing to work flexible hours including evenings, weekends and Bank Holidays.
- A flexible and positive attitude is required for this post.

Desirable

- Interest in Theatre and Events
- First Aid at Work Qualification
- Personal License Holder