

Casual Duty Manager

HAYES BECK THEATRE

Job Description Person Specification

July 2019

becktheatre.org.uk
hqtheatres.com



The Beck Theatre is one of 12 venues within HQ Theatres & Hospitality's (HQT&H) current portfolio of regional theatres and concert halls. HQT&H currently manages 18 auditoria on behalf of local authorities, with capacities ranging from a 200 seat arts centre to a 2,400 seated/standing theatre. Last year HQT&H programmed a total of 2,354 shows which attracted attendances of over 1.5 million.

HQ Theatres & Hospitality (HQT&H), the UK's second-largest venue operator, is a division of Qdos Entertainment Ltd, one of the largest entertainment Groups in Europe.

The Beck Theatre is a 600 seat Theatre in Hayes, West London. Since opening in the late 1970's The Beck has been proud to be a community lead venue that presents an extremely diverse programme comprising the finest local, national and international artists and companies possible.

- Employment type:** Casual
- Salary:** £10 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 for tasks or projects dependent on the needs of the venue.
- Work location:** You will be based at The Beck Theatre, Hayes and may be required to travel to and work at other HQT&H venues. Approved travel expenses will be reimbursed.
- Purpose of the role:** To manage The Beck Theatre Front of House operation during a show, leading the Hospitality team in the delivery of a world class experience to all customers, ensuring everyone has a fantastic time, safely.
- 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:** Ifiyenia Kolla
0208 561 7506 | ikolla@becktheatre.org.uk
- Closing date:** Saturday 7th September 2019
- How to apply:** Send your completed application form and a covering letter to ikolla@becktheatre.org.uk. You may attach a CV too if you wish. 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 Hospitality Manager / Assistant Hospitality Managers.

KEY ACCOUNTABILITIES

Strategic

- To ensure that all guests have a World Class Experience at The Beck and are encouraged to return.
- To overlook 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 as and when needed, and, if necessary, escalate these issues to the Hospitality Manager Assistant Hospitality Managers.
- 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 as required.

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