


Job Description

Duty Manager

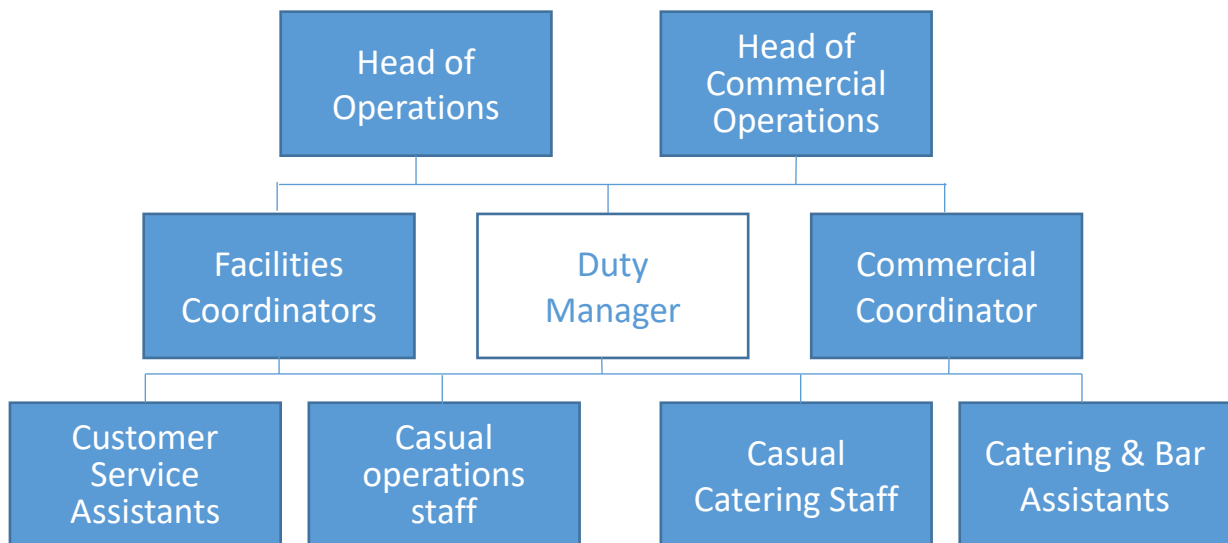
	Job Title	Duty Manager
	Department	Commercial & Operations
	Grade	L4
	Reports to	Head of Commercial Operations & Head of Operations
	Staffing Responsibility	Yes
	Organisation	<i>Attached</i>

JOB PURPOSE:

To support the Head of Commercial Operations & Head of Operations with the day to day provision of a high quality front of house and commercial service at The Culture Trust Venues. To be the primary contact point and lead front-line staff at all sites. You will be the first point of contact for staff, customers, hirers and users of the facilities, ensuring the health and safety and well-being of all staff and users, as well as dealing with all technical, building and commercial issues.

Responsible for the delivery of excellent customer care at all times in order to achieve outstanding customer satisfaction and for the delivery of agreed KPIs in line with the Business Plan.

ORGANISATION CHART:



PRINCIPAL RESPONSIBILITIES:		%
1	Specific responsibilities – Responsible for ensuring a high quality customer experience across the Culture Trust’s programmed and special events. Responsible for the supervision of bar, catering and front of house services as well as health and safety and customer care.	50
2	Operational responsibilities – Ensuring that all customer facing staff are appropriately briefed and supported for each individual event. Provide support to the Facilities Coordinators and Programming team in the setup of weddings, programmed events and functions. Supervise all commercial and front of house staff whilst on shift. Arrange cover of staff in times of sickness or increased demand by customers. Ensuring that all artists, clients and external companies are appropriately welcomed and looked after during their time in the venues.	20
3	Customer care responsibilities – Deliver outstanding customer service to achieve excellent customer satisfaction at all times. Monitoring customer feedback in conjunction with the Box Office Administrator to respond to comments in a timely and professional manner. As the trust representative, ensure good communication to internal / external partners and deal politely and tactfully with Luton’s diverse communities. Be an excellent advocate and supporter of the work and aims of The Culture Trust at all times. Support the work of colleagues and of the wider team when required and display a positive, can-do attitude at all times.	15
4	Management – Ensure that all appropriate procedures are adhered to including The Culture Trust’s control procedures and financial regulations. Induct and train commercial and operations staff (including a casual pool) and inform and motivate workers to ensure an efficient, effective service delivered to the highest standards of customer care. Deal with any performance issues such as conduct and capability. Work with all other team leaders and managers on-site to provide a seamless customer service experience.	10
5	Other – Any other duties as requested by the line manager.	5

DIMENSIONS:

Supervisory Management: Responsible for the supervision of Commercial and front of house staff and any casual staff, including those employed in support of special events.

Financial Resources & Responsibilities: Responsible for ensuring proper financial procedures are followed at all times.

Physical Resources: The Duty Manager will require a degree of physical effort at frequent intervals during the working day. Lifting e.g. cases of drink, stock, furniture. Moving furniture in the venues.

Responsible for security of the trusts premises and equipment while on site. Unlocking and locking up and alarming buildings

Work Ethos:

Respect colleagues and work together to achieve high standards of customer excellence in all our work. Produce reports against targets for budgets and performance KPIs to Leadership Team. Work flexibly and positively to achieve the business objectives of the Trust.

Other:

- Able to work across Trust sites to support other teams in order to meet the business requirements of the organisation.
- This post is predominantly evenings and weekend working

Trust Objective:

Our vision is to be an award winning Cultural Trust providing exemplary public engagement with arts and culture.

Established in 2008, the Culture Trust, Luton is a vibrant and progressive independent charity and our mission is 'to connect communities through culture'. We do this through our accredited museums, theatres, galleries, creative workspaces and Arts Centre in Luton. Pre-Covid we attracted over 285,000 visits per annum. We animate five sites: The Hat Factory Arts Centre, Hat Works Creative Workspace, Hat House Creative Workspace, Wardown House Museum & Gallery and Stockwood Gardens & Museum. We present multi-cultural and year-round programme of events, exhibitions, workshops and performances. We support creative talent and skills by providing opportunities, platforms and cultural career progression for young people. We care for a collection of over 2 million artefacts, 1.5 million photographs and maps and hold the most extensive and complete hat and headwear collection in the UK. We co-produce activity with our community, Museum Makers volunteers and team of cultural experts.

Trust Responsibilities:

Post holder will ensure they deliver against the agreed Trust Responsibilities as set out in the **Team Responsibilities Grid** at all times.

Trust Standards:

Post holder will operate at a **Professional Standard** as outlined in the **Trust Standards Grid** at all times.

Working Environment:

Working across all the Trust sites.

Equalities:

The post holder will ensure that policies, procedures and activities for service delivery are revised and/or implemented in a way that supports equality for all. These activities should also reflect The Culture Trust's commitment to work in active partnership with the community to regenerate Luton and to improve the quality of life for all who live, work or visit the town.

Person Specification

This acts as selection criteria and gives an outline of the types of person and the characteristics required to do the job.

Essential (E): without which candidate would be rejected

Desirable (D): useful for choosing between two good candidates

Please make sure, when completing your application form, you give clear examples of how you meet the essential and desirable criteria.				
Attributes	Essential	How Measured	Desirable	How Measured
Experience	Demonstrable experience of managing events, staff and buildings.	1,2	Experience of working in a busy theatre or arts venue / environment	1,2
	Demonstrable experience of delivering a high quality customer experience.	1,2	Experience of working weddings	1,2
Skills/Abilities	Able to effectively communicate verbally with staff, colleagues and members of the public.	1,2		
	Able to organise own workload and to supervise others work in order to ensure smooth running of events	1,2		
	Able to use box office and EPOS systems alongside Microsoft Office.	1,2		
	Able to work on own initiative within established procedures and guidelines.	1,2		
Equality Issues	Able to identify and challenge discrimination taking place in service delivery or in the workplace.	1,2		
Specialist Knowledge	Demonstrable knowledge of Health and Safety legislation/regulations	1,2		
	Knowledge of evacuation procedures	1, 2		
	Have some knowledge and understanding of licensing issues.	1,2	Some knowledge of organising special catering for various types of occasion	1,2

Please make sure, when completing your application form, you give <u>clear examples</u> of how you meet the <u>essential and desirable criteria</u> .				
Attributes	Essential	How Measured	Desirable	How Measured
Education and Training	Knowledge of Food hygiene legislation.	1,2,4	Level 2 Food Hygiene Certificate	1,2,4
Other Requirements	Able to work evenings and weekends.	1,2		
	Able to lift and carry equipment.	1,2		

(1 = Application Form 2 = Interview 3 = Test 4 = Proof of Qualification 5 = Practical Exercise)

NB: This job description reflects the requirements of the Culture Trust. The role and duties of the post are subject to change in line with the future development of the Culture Trust. The Culture Trust reserves the rights to make such changes as are necessary and any changes required will be discussed with the post holder as appropriate.

We will consider any reasonable adjustments under the terms of the Equality Act (2010) to enable an applicant with a disability (as defined under the Act) to meet the requirements of the post.

The post holder will ensure that the Culture Trust's policies are reflected in all aspects of his/her work, in particular those relating to:

- (i) Equal Opportunities
- (ii) Health and Safety
- (iii) Data Protection Act (2018) & General Data Protection Regulations (2018)