

## Casual Duty Theatre Manager: Job Description and Person Specification

<b>Post Title:</b>	Casual Duty Theatre Manager
<b>Responsible to:</b>	Head of Operations
<b>Responsible for:</b>	The venue, attending to public, artists, staff and volunteers
<b>Key contacts:</b>	All other staff and volunteers, external suppliers and customers

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### **Background**

The Stables group - based in Wavendon - is owned by the registered charity, Wavendon Allmusic Plan Ltd, founded in 1969 by Sir John Dankworth and Dame Cleo Laine to engage the widest range of people with music in all its diversity. It currently realises its vision through The Stables, Milton Keynes, one of the UK's leading music organisations delivering over 350 concerts across all music genres and 200 learning & participation sessions per annum. It also produces IF: Milton Keynes International Festival, a multi-art form festival founded in 2010 which engages people with music and sound in unusual spaces and unexpected ways every two years.

### **Job Summary**

To co-ordinate front-of-house and backstage activities at concerts and occasional other events at The Stables and other venues, including IF: Milton Keynes International Festival, ensuring safety, security and customer care standards are maintained at the highest level at all times.

N.B. This Job Description is designed to give you an overall view of the job and is not a definitive list of tasks.

### **Principal Responsibilities**

1. To co-ordinate front-of-house and backstage activities at concerts and occasional other events, including IF: Milton Keynes International Festival.
2. The Duty Manager represents The Stables to its audience, having a prime responsibility to ensure that every event is run effectively, with a consistent 'house style', to deliver exemplary customer care and to ensure the comfort, enjoyment and safety of performers, tutors, the public and corporate guests are maintained at the highest levels
3. To be responsible for proactively leading the duty team of volunteers
4. To deal with customer enquiries, compliments and complaints and to adopt a positive approach to problem solving and to resolve any issues in a timely and satisfactory manner.

5. To be in charge of the building whilst acting as Duty Manager, assuming responsibility for the health & safety of all individuals on the premises. Ensuring safe evacuation of the building in the event of an emergency, and liaising with emergency services as required.
6. To comply, and to ensure other comply, with health & safety and other policies.
7. To assist with training of volunteers when necessary
8. To act as a key holder for the building; opening and closing as required.
9. To purchase and provide catering riders for artists as required
10. To liaise with the box office staff to ensure that any special seating arrangements are set out.
11. To ensure that house rules regarding photography, recording etc are adhered to
12. To participate in actively promoting The Stables ancillary services and sales (e.g. bars, merchandise, venue for hire etc)
13. To attend team meetings and training sessions as appropriate
14. To be First Aid cover
15. To undertake any other duties as required that are commensurate with the general level of responsibility for this post
16. This role does include some manual work, such as lifting and carrying tables and chairs.

### **Required Knowledge and Experience**

<b>Criteria</b>	<b>Essential</b>	<b>Desirable</b>
<b>Educational Qualifications</b>		<ul style="list-style-type: none"> <li>• A good standard of education</li> </ul>
<b>Job Related Experience</b>	<ul style="list-style-type: none"> <li>• Experience of dealing with public</li> <li>• Experience of event organisation</li> <li>• Experience of customer service</li> <li>• Numeracy and cash handling</li> <li>• Knowledge of basic computer tools</li> <li>• Experience of managing people from all works of life</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of dealing with volunteers</li> <li>• Knowledge of basic first aid and willingness to undergo advanced training</li> <li>• Experience of acting as a key holder</li> <li>• Training in Health &amp; Safety Issues</li> <li>• Valid First Aid at Work certificate</li> </ul>
<b>Personal Qualities</b>	<ul style="list-style-type: none"> <li>• Excellent interpersonal skills</li> <li>• Ability to lift and move</li> </ul>	

	event equipment <ul style="list-style-type: none"> <li>• Confident manner</li> <li>• Ability to stay calm under pressure and in emergency situations</li> <li>• Positive attitude</li> <li>• Ability to listen</li> </ul>	
<b>Other</b>	<ul style="list-style-type: none"> <li>• Ability to drive and access to own vehicle</li> <li>• Because of the responsible nature of this job no alcohol consumption is allowed before or during shifts</li> </ul>	

### **Key Terms and Conditions**

The rate of pay for this post will be £9.15 per hour.

The post is offered is a part time role. Core working hours will be to cover event or show times. Although there may be some day-time events, the hours are predominantly during the evening and, when covering standard events at The Stables, would be from 5pm till approximately midnight.

The job will be subject to a three month probationary period.

Full terms and conditions will be made available on offer of appointment.

Applicants who wish to discuss the role in advance of application can arrange to talk to the Head of Operations by contacting Lorraine Hack on 01908 280828 or emailing [lorraine.hack@stables.org](mailto:lorraine.hack@stables.org)

### **How to Apply**

Applications must be made on The Stables application form which can be downloaded from The Stables website [www.stables.org](http://www.stables.org) or obtained from [lorraine.hack@stables.org](mailto:lorraine.hack@stables.org) We regret that CV's cannot be accepted without a completed application form. No agencies please.

Completed applications should be returned to [lorraine.hack@stables.org](mailto:lorraine.hack@stables.org) or by post to Lorraine Hack, The Stables Theatre Ltd, Stockwell Lane, Wavendon, Milton Keynes, MK17 8LU.

As this is casual post, there is no fixed closing date for applications.

The Stables is an equal opportunities employer, which is actively seeking to employ people currently under-represented in the creative and cultural sector. This includes young people, ethnic minorities and people with disabilities. We would be grateful if you can also complete and return our Equal Opportunities monitoring form.