

JOB DESCRIPTION & PERSON SPECIFICATION

Post Title:	Casual Duty Theatre Manager
Responsible to:	Visitor Services Manager
Responsible for:	The venue, attending to public, artists, staff and volunteers
Key contacts:	All other staff and volunteers, external suppliers and customers

Role Overview

The Duty Theatre Manager has responsibility for the safe delivery of events at The Stables and in other venues including temporary spaces for events such as IF: Milton Keynes International Festival. As a keyholder with responsibility for opening and locking the building, leading a large team of duty staff and volunteers, the DTM role supports the Visitor Services Manager in ensuring a safe and welcoming environment for our artists, customers, students and other visitors.

About The Stables

The Stables, based in Milton Keynes, is one of the UK's leading music organisations with a vision to engage the widest range of people with music in all its diversity. As a registered charity we strive to enrich people's lives with opportunities to access, participate in and experience live music, and the arts in general.

We usually deliver over 400 concerts across all music genres, and 250 learning and participation projects each year. The venue is used to welcoming over 100,000 visitors to the site annually. We also produce events in other places including IF: Milton Keynes International Festival, a large-scale event which engages people with extraordinary events in unusual spaces and in unexpected ways.

www.stables.org
www.ifmiltonkeynes.org

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

Principal Responsibilities

Safety & Security

1. 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
2. To comply, and to ensure others comply, with licensing requirements, health & safety guidelines and other policies

3. To act as a key holder for the building; opening and closing as required
4. To hold a first-aid certificate and provide a first-aid response for staff, volunteers and visitors if required

Customer Care

5. To maintain a high standard of customer care in liaising with visiting artists, private hirers and the general public at all times
6. 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
7. To ensure events are presented by well-informed teams in clean and well-maintained environments where systematic checks are completed to ensure high standards

Leading The Team

8. To be responsible for and lead the duty staff and volunteers, ensuring the team is well briefed in advance of events and communication is maintained throughout the shifts
9. To assist with training of volunteers when necessary
10. To attend team meetings and training sessions as appropriate

Operational Management

11. To co-ordinate front-of-house and backstage activities at concerts and occasional other events, including IF: Milton Keynes International Festival
12. To undertake Front of House processes, systems and areas and to ensure the completion of all Front of House reports
13. To have a working knowledge of the building's control systems to ensure appropriate lighting, heat and ventilation
14. To purchase and provide catering riders for artists as required
15. To liaise with visiting suppliers and traders in relation to merchandise, food, drink etc as required
16. To participate in actively promoting The Stables ancillary services and sales (e.g. bars, merchandise, venue for hire etc)
17. To liaise with the box office staff, technicians and other staff to ensure that any special seating arrangements are set out and that any special requirements for customers and artists are in place

18. To ensure that house rules regarding photography, recording etc are adhered to

19. To ensure the customers can access the car park and grounds safely - particularly during periods of snow and ice and to contribute to preventing accidents with snow clearance, gritting and notices as required

Access and Inclusion

20. To ensure proactively develop and support the organisation's aim to be accessible and inclusive

21. To plan and provide appropriate support for visitors that require assistance

Other

22. To attend training as required

23. To adhere to and uphold the organisation's policies including, but not limited to, environmental sustainability, data capture, storage and processing, equality and diversity, social media, and safeguarding

24. To undertake any other duties as required that are commensurate with the general level of responsibility for this post

Required Knowledge and Experience

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

Other	<ul style="list-style-type: none">• Ability to drive and access to own vehicle• Because of the responsible nature of this job no alcohol consumption is allowed before or during shifts• Please note that this role include some manual work, such as lifting and carrying tables and chairs etc.	
--------------	---	--

Key Terms and Conditions

The rate of pay for this post will be £14 per hour.

The post is offered is a part-time role. Core working hours will be to set by a rota to cover event or show times. Although there may be some day-time events particularly during the Summer months, 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.

How to Apply

Please submit a CV with covering letter that details your interest and suitability for the role with particular reference to how you meet the skills and experience required.

Completed applications should be returned to joana.cooper@stables.org

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.