

Job Description

Front of House Duty Manager

The Stoller Hall, Carole Nash Hall and Chetham's School of Music

Responsible To: General Manager of The Stoller Hall

Hours of work: Flexible shift-based role

Rate of pay: £10.61 per hour

Role:

Key Responsibilities

1. Develop an excellent working knowledge of The Stoller Hall and its public programme
2. Using event information, ensure the Front of House spaces are prepared according to show/event requirements
3. Supervise a team of Front of House Stewards and deliver briefings to the Stewarding team in advance of the performance or event start
4. Ensure any issues relating to Steward misconduct are addressed and reported to the General Manager in a timely and efficient manner
5. Ensure all customer needs are attended to before, during and after performances and events
6. Assist with the access needs of customers as required
7. Implement and ensure compliance with all Health & Safety and legislative policies and procedures and with Chetham's policies, standards and procedures
8. Direct the Stewarding team and other event staff in the safe evacuation of members of the public in an emergency situation
9. If appropriate, administer First Aid and/or call emergency services as required
10. Write brief show reports following events
11. Field customer complaints and feedback, recording or disseminating as required
12. Manage cash floats used for programme sales and merchandise
13. Liaise with bar/catering staff regarding any relevant show information
14. Any other duties as required

General Responsibilities

1. Promote Chetham's in a positive and professional manner at all times
2. Display a flexible "can do" approach which will enhance Chetham's wider reputation
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document)
4. Undertake any training necessary to meet the requirements of the post
5. Adopt a flexible approach to working hours as required by the business
6. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary
7. Be open to new ideas, understand the need for change and be willing to adapt
8. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences
9. Maintain high level of attendance
11. Take all possible steps to ensure a safe working environment for self and other

Person Specification:

Essential

1. At least two years' experience in a Front of House role
2. Experience working in a variety of event / production sectors - classical, rock/pop, conferencing etc.
3. Management, supervisory or team leadership experience
4. Knowledge of statutory Health & Safety Regulations and awareness of changing industry practices
5. Demonstrable customer service skills and the ability to communicate effectively with general public of all ages and backgrounds
6. Calm, professional attitude at all times, especially when dealing with customer complaints or incidents
7. Strong interpersonal and communication skills
8. Comfortable to address incidents of Steward error or misconduct
9. Able to recognise the need for and adhere to professional boundaries
10. Total commitment to quality in every aspect of the role
11. Highly organised and motivated, a real team player – work collaboratively with key stakeholders both within the organisation and externally
12. Willingness and ability to work unsocial/weekend hours as required
13. A smart well-groomed appearance
14. Good understanding of and enthusiasm for music performance across all genres.

Desirable

15. Accredited First Aid qualification
16. GCSEs grade A*- C

Child Protection and Safeguarding Children

The post holder will be required to obtain clearance via Chetham's from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham's in relation to child protection and safeguarding.

The post holder's responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham's Child Protection and Safeguarding Policy Statements (available at www.chethams.com) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham's, s/he must report any concerns to Chetham's Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham's is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham's recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee's name

Employee's signature

Date