

WTM

worthing theatres and museum



Duty Manager (part time) JOB DESCRIPTION AND INFO PACK



WHO WE ARE



Worthing Theatres and Museum is a unique arts and heritage charity with a large portfolio of distinct venues; WTM Museum and Gallery (footfall 50k per annum), Connaught Theatre (520 seats), Connaught Studio (164 seats), Pavilion Theatre (750 seats), Pavilion Atrium (creative space with option for 200 seats) and Assembly Hall (950 seats), all positioned within the heart of the borough town of Worthing in West Sussex.

WTM offers an inspiring and supportive workplace that promotes unity and diversity providing an environment where differences and what we have in common are celebrated. We engage with responsible and respectful working practices and empower our team to shape and deliver WTM's key objectives with integrity. WTM opposes all forms of discrimination.

WHAT WE DO

Worthing Theatres and Museum is an ambitious organisation that presents a vibrant, diverse and entertaining programme of performances, (theatre, contemporary circus, dance, comedy, music, family theatre, talks) events, film, exhibitions and workshops. We manage a museum collection of national significance (costume, archaeology, fine art, toys), present an annual outdoor summer festival and collaborate with leading UK producing and touring companies. We engage with our local communities through a range of projects, partnerships and venue hires, using art and culture to create opportunities for the benefit of the wider community. WTM engaged with 400,000 people per year pre-pandemic.

Our annual turnover is approximately £5.8 million, pre-pandemic. WTM receives an annual service payment from Worthing Borough Council for management and development of its cultural assets. Additional income is earned through ticket sales fundraising and other revenue streams which include a significant contribution from our trading activities through our wholly owned trading subsidiary.



FUTURE PLANS

The charity has ambitious plans for the large portfolio of venues with three large scale capital projects over the next ten years, starting with a £4 million redevelopment of the museum, taking the building back to its original open plan architecture and enabling the display of 30% of the collections (currently just 5%).

This will be followed by the build of three additional cinema screens physically attached to the Connaught Theatre and lastly the redevelopment of the Pavilion Theatre to increase the wing space (which will allow large scale musicals) and add a balcony and raked seating giving every audience member a clear view of the stage.



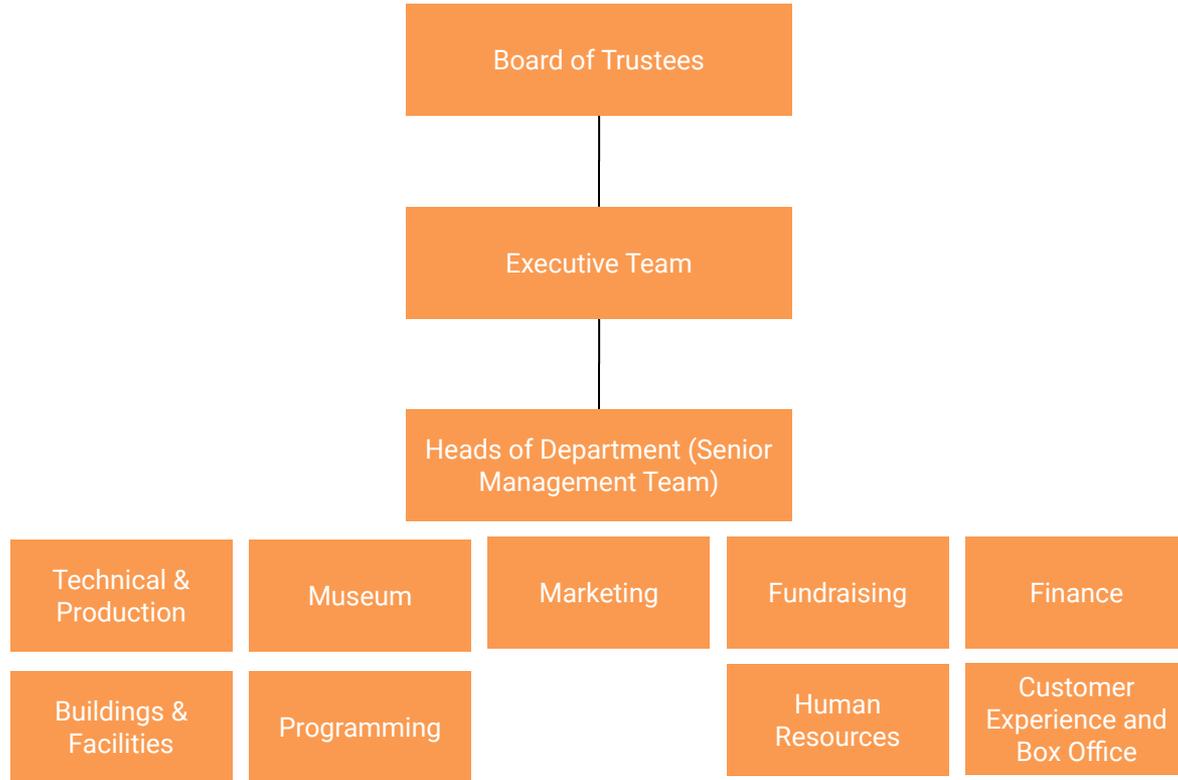
Image is from initial proposal for the Museum redevelopment.

OUR VISION, MISSION AND AIMS

- Surprise and delight our audiences with visionary work of artistic excellence.
- Provide aspirational opportunities for young people ensuring the creative voices of the future.
- Cultivate creativity, supporting the next generation of artists.
- Champion inclusion, curating a diverse programme.
- Invest in our teams, making creative thinking the norm.
- Drive forward the development of Worthing's experience economy promoting positive place making and civic pride.
- Ensure financial success providing best value to the community, guaranteeing the longevity of the organisation.



OUR STRUCTURE



STAFF BENEFITS



WTM offers a range of benefits to its employees including:

- Workplace pension
- Occupational sick pay (after completion of probation period)
- Help with the cost of eye tests
- Help with the cost of flu jabs
- Life and Progress Employee Assistance Programme where employees can access various services including counselling and legal advice
- Wider Wallet discount and benefits platform
- Staff ticket offers on WTM shows, cinema and events

Life & Progress



Key Information About Role



- Salary: £10,675.68 Per annum
- Hours: Part time annualised, 1040 p.a. (based on an average of 20 hours per week)
- Holiday: 20 days per annum, pro rata (80 hours), plus the 8 standard bank holidays for England pro rata.
- Probation: 6 months
- Notice period: One month
- Closing Date: 25th May 2022.
- Interview Date: TBC
- Place of Work: All WTM venues
- Reports To: Head of Customer Experience
- Line Manager Responsibility For: none

Job Description

Principal purpose of job (role summary)

- To lead the customer facing team when on shift to deliver an excellent customer experience.
Assist the Head of Customer Experience/Deputy Customer Experience Managers in the smooth and efficient running of live events and cinema shifts across our theatre venues and museum shifts from time to time.
- Ensure an effective FOH, bar and retail operation when on duty & the programme of events runs smoothly, safely and to a high level of customer experience excellence
- Ensure all Customer Experience Assistants, Casual Staff, Volunteers & Work Placements are fully conversant with emergency evacuation procedures.
- Assist the Head of Customer Experience and Deputy Customer Experience Managers in ensuring entertainment licensing, fire safety, H&S, Food & Hygiene & alcohol legislation/regulations are strictly observed at all times.

Main duties, tasks and responsibilities of post holder

- To lead the customer facing team when on shift to deliver an excellent customer experience.
- To carry out House Management duties at all WTM venues as required and be a keyholder.
- To ensure an effective front of house and bar operation when on duty.
- To ensure that all front of house staff are fully conversant with emergency procedures.
- To assist with ensuring that all entertainment licensing, fire, building, H&S, food & hygiene and alcohol legislation and regulations are strictly observed.
- To assist with the bar and sale of merchandise & other goods.

Job Description (Continued)

- To assist with ensuring adequate levels of bar, kiosk and merchandise stock for the shift and that venues contain adequate stock for upcoming events.
- To assist with the recruitment of casual staff and volunteers as required and assist in the liaison with volunteers.
- To ensure that all FOH floats are securely kept and that daily cash receipts are reconciled and banked in accordance with WTM's procedures.
- To assist with ensuring that any maintenance matters are promptly reported.
- To help ensure the cleanliness of all areas to the required standards.
- To assist with ensuring that publicity material is changed immediately if it is out of date.

Job Description (Continued)

General Duties of all WTM Staff

- Undertake all duties in accordance with WTM policies, in particular those relating to Customer Care and Equal Opportunities.
- Undertake such other duties as may reasonably be allocated to the postholder, which may involve providing assistance in any section of the department as may be required from time to time.
- Undertake any duties regarding health, safety and welfare at work, civil contingencies and business continuity which may reasonably be allocated to the postholder as a result of legislation, codes of practice or WTM policies.
- Promote the service and WTM positively at all times.
- The post holder will be required to undertake such other duties as may be required within the grade and competence of the postholder. Therefore, the list of duties in this job description should not be regarded as exclusive or exhaustive.

**Please note duties will be set out in this job description but please note that WTM reserves the right to update the job description, from time to time, to reflect changes in, or to, the role. The post holder will be consulted about any proposed changes. Significant permanent changes in duties and responsibilities will require agreed revisions to be made to this job description.*

PERSON CRITERIA – WHAT YOU BRING

Essential Knowledge and Experience

- GCSE Maths and English or equivalent
 - Experience in cash handling and/or making credit card transactions
 - Good leadership skills with proven supervisory experience
 - Good numeracy and literacy skills and an effective communicator
 - Proven experience of working to a schedule
 - Good IT skills and comfortable using a till, computer and various systems
 - Ability to focus on tasks whilst in a busy and noisy environment
 - Able to complete shifts of 4 or more hours, Monday-Sunday, including regular evenings, weekends and bank holidays.
- Be customer focussed and committed to providing great customer service across the WTM venues.
 - Reliable, self-motivated and able to work on own initiative
 - Remain calm under pressure
 - An understanding of equalities and how to apply this in the workplace thinking about both customers and colleagues

Desirable

- First Aid at work certificate
- An interest in the arts and culture.

HOW TO APPLY

Recruitment Process

To apply visit our website below and fill out an application form on our recruitment portal Staffsavvy.

<https://wtm.uk/whoweare/workforus/>

We will email all unsuccessful applicants who have not been shortlisted. Due to the volume of applications we cannot always provide feedback to candidates but will always endeavour to do so.

All appointments are made subject to satisfactory references and proof of eligibility to work in the UK

Equal Opportunities

Worthing Theatres & Museum is a registered charity and pursues a policy of equal opportunities. Worthing Theatres & Museum values diversity, promotes equality and challenges discrimination. We encourage and welcome applications from all backgrounds and all parts of the community.

All applications are judged on merit.

If you have any questions or require any support with the application process please get in touch with the HR team at hradmin@wtm.uk

