



## Duty Manager

Reports to: Head of Customer Experience

Staff Line Management Responsibility For: none

Salary: £19,750 per annum (pro rata for part time)

Hours of Work: full time, annualised, 1924 p.a. (based on an average of 37 per week)

Part time also considered for this role.

Holiday: 20 days p.a plus 8 standard bank holidays

Closing Date: February 21<sup>st</sup> 2022 at 12pm

Interviews: 1<sup>st</sup> and 2<sup>nd</sup> March 2022

Place of Work: All WTM venues

WTM offers a range of benefits to its employees including: pension, occupational sick pay (after completion of probation period), help with eye tests and flu jabs, an Employee Assistance Programme where employees can access various services including counselling and legal advice, Wider Wallet discount and benefits platform and staff ticket offers on WTM shows and events.

Worthing Theatres and Museum aims to:

- 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.

## 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



1. To lead the customer facing team when on shift to deliver an excellent customer experience.
2. To carry out House Management duties at all WTM venues as required and be a keyholder.
3. To ensure an effective front of house and bar operation when on duty.
4. To ensure that all front of house staff are fully conversant with emergency procedures.
5. To assist with ensuring that all entertainment licensing, fire, building, H&S, food & hygiene and alcohol legislation and regulations are strictly observed.
6. To assist with the bar and sale of merchandise & other goods.
7. To assist with ensuring adequate levels of bar, kiosk and merchandise stock for the shift and that venues contain adequate stock for upcoming events.
8. To assist with the recruitment of casual staff and volunteers as required and assist in the liaison with volunteers.
9. To ensure that all FOH floats are securely kept and that daily cash receipts are reconciled and banked in accordance with WTM's procedures.
10. To assist with ensuring that any maintenance matters are promptly reported.
11. To help ensure the cleanliness of all areas to the required standards.
12. To assist with ensuring that publicity material is changed immediately if it is out of date.

### 13. General

- 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.

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.

## Criteria

### Essential

1. GCSE Maths and English or equivalent
2. Experience in cash handling and/or making credit card transactions
3. Good leadership skills with proven supervisory experience
4. Good numeracy and literacy skills and an effective communicator
5. Proven experience of working to a schedule
6. Good IT skills and comfortable using a till, computer and various systems
7. Ability to focus on tasks whilst in a busy and noisy environment
8. Able to complete shifts of 4 or more hours, Monday-Sunday, including regular evenings, weekends and bank holidays.
9. Be customer focussed and committed to providing great customer service across the WTM venues.
10. Reliable, self-motivated and able to work on own initiative
11. Remain calm under pressure



12. An understanding of equalities and how to apply this in the workplace thinking about both customers and colleagues

Desirable

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

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.

