

Job Summary

Duty Manager

Responsible to:	Front of House Manager
Responsible for:	Front of House Ushers and Head Ushers
Salary:	£12.32 per hour
Hours:	Minimum 4 hours per shift and any hours worked over this will be paid in 15 minute increments. Double time payments will be made on the basis of Public & Bank Holidays or Sunday working. The number of hours available each week will vary depending on the demands of the theatre program. This role will include regular evening and weekend work.
Holiday Pay:	Holiday entitlement is accrued at a rate of 5.6 weeks at full time hours over 52 working weeks. Any holiday you accrue during each quarter (March, June, September, December) will be paid in the following month's payslip. The rate of holiday pay is calculated on your average pay for the last 52 weeks that you have worked for us – if you have not worked for the 52 consecutive weeks, then we must look back up to 104 weeks to arrive at this calculation.
Probationary Period:	6 shifts
Notice Period:	2 weeks
Disclosure:	Because of the responsibility for young people as audience members this post will be subject to an application for disclosure of criminal records.

Key Objectives

- To be responsible for the safety and comfort of the Young Vic's audience during performance times.
- To ensure the Young Vic provides an anti-racist environment for both staff and visitors through inclusive practices.

Main Objectives

- To Duty Manage the Front of House Operation for performances and events.
- To be the welcoming face of the Young Vic, ensuring you and the Front of House Team working with you provides the best service to all our patrons.
- To ensure the safety and comfort of all theatre users.
- To be the representative of the company in the absence of the Front of House Manager/ Head of Theatre Operations/ Executive Director/ Artistic Director.
- To maintain accurate sales figures for each show for the Front of House financial records.

Job Description

Duty Manager

Duty Management

- Responsible for the safety of public and staff during performances and events.
- Duty Management of the Front of House Operation for performances and events.
- Ensuring that all Theatre Health & Safety and Premises License Regulations are adhered to.
- To be in attendance in the building at all times whilst on duty.
- Supervision and motivation of a team of ushers and a fire officer with appropriate delegation to them.
- Working closely with the Company, Stage Management, Production and Welcome Team to ensure the smooth running of the performance.

Personnel and Training

- To assist with the induction and training of new ushers in co-ordination with the Front of House Manager
- Establishing and maintaining good relations with audience members, visiting companies and all other visitors to the Young Vic.

Financial

- Responsible for the accurate distribution of stock to front of house staff.
- Ensuring that all income is reconciled and recorded correctly

General

- General clerical duties associated with Duty Management and the Front of House Operation, to include Show Reports and Building Checks
- To be familiar with and uphold the Young Vic Code of Conduct for Safeguarding Children and Vulnerable Adults.
- To be familiar with and uphold the Young Vic's Equality, Diversity and Inclusion, Dignity at Work Policy and Health and Safety policy.
- To be an active and supportive member of the Young Vic staff team.
- Create an environment where all staff, artists and visitors are respected and to ensure anti-racism and inclusion is rooted in the day-to-day work of the theatre, its core vision and objectives.
- To provide the highest level of customer and audience care and service at all times whilst a member of the Young Vic staff team.
- Any other reasonable duties that arise to fulfil the objectives of the Young Vic Theatre Company.
- To liaise with The Cut Bar management in relation to performances and events within the building

Person Specification

Duty Manager

Essential

- Experience of supervising or managing staff in a customer focused environment
- Experience in supervising teams of staff
- Audience care skills
- Ability to prioritise and multi-task
- Ability to deal with any issues that may arise
- Ability to remain calm whilst under pressure
- Knowledge of Health & Safety legislation and policies
- Good time-management.
- Creative thinking, initiative, problem solving.
- A desire to provide an anti-racist environment for both staff and visitors.

Desirable Skills

- Experience as a Duty Manager
- Previous experience in a producing theatre company
- Experience working in a front of house department of a mid-scale theatre.
- An interest in performing arts
- First Aid Trained