

MOUNTVIEW

Job Description

JOB TITLE: Duty Manager (Part Time and Casual Roles)

RESPONSIBLE TO: Venue Manager

OVERSEES THE WORK OF: Security Officers
Venue Assistants
Ushers

WORKS CLOSELY WITH: Other Duty Managers
Venue and Estates Team
Box Office Team
Student Services Team
Stage Management Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools. We offer professional vocational training at Foundation, Undergraduate and Postgraduate level in performance and production arts, alongside evening, weekend and holiday classes for all.

We present around 28 productions across the year including classic plays, new writing and musicals, and our studios, meeting rooms, theatres and workspace are available to hire.

Mountview in Peckham is a home for everyone – vocational students, young people and life-long learners, industry professionals and visitors alike – and there has never been a more exciting time to join us.

MAIN PURPOSE OF POSITION

The Duty Manager will be a key member of Mountview's new Front of House team, comprising Duty Management, Box Office, Security Officers, Venue Assistants and Ushers.

Reporting to the Venue Manager, and working on a rota basis alongside other Duty Managers, the post holder will be primarily responsible for supervising the day-to-day operation of the building, ensuring the highest standards of Front of House customer service; the smooth running of shows, events and hires; and the health and safety of staff, students, members of the public and other building users at all times.

KEY RESPONSIBILITIES

Duty Management

- Act as duty manager on a rota basis, supervising the operation of the building during daytimes and evenings.
- Oversee the day to day work of the Deputy Duty Managers, Security Officers, Venue Assistants and Ushers, referring line management issues to the Venue Manager.
- Ensure that a visible, helpful and professional duty management presence is maintained in the building at all times, responding to and resolving issues and incidents promptly and effectively.

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- Ensure the smooth running of shows, events and hires at all times, and ensure that event and hire spaces are appropriately set up and fit for purpose.
- Be responsible for unlocking the building on a rota basis, checking that all fire exits are clear for the Cleaning and Facilities Management teams.
- Be responsible for locking the building on a rota basis, ensuring that all exits, fire exits, windows and doors are secure and the building is alarmed.
- Be responsible for clearing the building at the end of the evening as required, complying with Mountview's Dispersal Policy.
- Follow all relevant procedures at all times, including fire prevention, property patrol, traffic control and accident investigations.
- Ensure that health and safety issues are reported promptly to the Venue Manager.
- Ensure that maintenance issues are reported promptly to the Facilities Management team.

Front of House

- Work closely with the Box Office team and ensure excellent communication between Box Office and Duty Management at all times.
- Carry out Front of House briefings on rostered shifts.
- Carry out Front of House checks (fire exits, emergency lights etc) prior to performances, working with the Theatre Technical team to rectify any problems.
- Be aware of and accommodate any audience access requirements, working with the Theatre Technical team to facilitate access as required.
- Ensure that potential delays or other issues affecting performances are reported promptly to the Stage Management team.
- Compile Front of House reports at the end of the working day on rostered shifts.
- Work with the Venue Manager and Head of Press and Marketing to train Front of House staff in all relevant policies and procedures, identifying further training needs on an ongoing basis.
- Monitor and manage Front of House stock such as programmes and other merchandise.

Reception

- Work closely with other Front of House staff to welcome and assist visitors and building users, ensuring that security passes are issued and worn in accordance with operational procedures and that public areas are clean, tidy and safe at all times.
- Work with the Student Services team to ensure that student queries and issues are dealt with promptly and appropriately.
- Support the Box Office team in responding to general enquiries, dealing with courier and postal services and providing services such as parking permits etc.
- Ensure that Front of House staff maintain and deliver the highest standards of appearance and customer service at all times.

Health and Safety

- Maintain the highest standards of health and safety at all times.
- Ensure the health and safety of staff, students, members of the public and other building users at all times.
- Ensure that fire drills are carried out on a regular basis and that all building users are fully aware of evacuation procedures.
- Coordinate and, as required, set up and strike event and hire spaces where manual handling is required.

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- Help ensure that Mountview's licensing obligations (Entertainment and Alcohol) are adhered to by all building users.
- Act as a First Aider and Fire Marshal.

Other Duties

- Be available out of business hours to respond to building issues, e.g. break-in, vandalism, problems with core services.
- Act as a key holder for the alarm service provider.
- Act as an ambassador and brand guardian for Mountview at all times.
- Attend staff meetings as required.
- Undertake training and development as required/agreed.
- Any other duties as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Experience of working in an arts venue as part of the Front of House team at supervisory or Duty Manager level.
- Experience of dealing with members of the public in a customer focused environment.
- Experience of providing excellent customer service and enhancing service delivery.
- Experience of building evacuation procedures.
- Strong knowledge of health and safety.

Skills and Abilities

- Excellent team working and interpersonal skills, with ability to build effective relationships with a wide range of people.
- Excellent time management and organisational skills, with ability to multitask, prioritise and problem-solve.
- Excellent written and verbal communication skills, including confident telephone manner and ability to present well in person.
- Positive and outgoing approach to customer service, with ability to promote Mountview to customers.
- Ability to self-motivate, use own initiative and maintain attention to detail while working under pressure and meeting strict deadlines.
- IT-literate and highly proficient in using Microsoft Office, including Outlook, Word and Excel.
- First Aid and Fire Marshal training desirable.

Personal Qualities and Attributes

- Positive, proactive and professional attitude.
- Interest in the performing arts and/or arts education.
- Willingness to adopt a flexible and adaptable approach to day-to-day workload.
- Understanding of the demands and challenges faced during organisational change.
- Commitment to promoting equality and diversity and ensuring access for all.
- Commitment to self-development.

ADDITIONAL INFORMATION

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The post holder must at all times carry out their responsibilities with due regard to Mountview's policy and commitment to Equal Opportunities.

The post holder must accept responsibility for ensuring that Mountview's policies and procedures relating to Health and Safety in the workplace are adhered to at all times.

The post holder must respect the confidentiality of data stored electronically and by other means in keeping with the General Data Protection Regulation (GDPR), and must abide by any GDPR related policies and procedures.

This post is based at Mountview's new premises in Peckham, London SE15.

This job description is a guide to the nature of the work required. It is not wholly comprehensive or restrictive and may be reviewed with the post holder and line manager as operationally required.

The successful candidate will be required to undertake a DBS check.

TERMS AND CONDITIONS

Salary: Circa £27K per annum, pro rata, depending on experience.

Contract: 1 permanent, part time role. Casual roles also available.

Hours: Permanent role: 28 hours per week (0.7 FTE), including evenings and Saturdays, exact hours to be agreed with Line Manager. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.
Casual roles: hours dependent on duty management rota and candidate availability.

Holiday: Permanent role: 28 days in the first year, including bank holidays, pro rata, rising with length of service thereafter.

CLOSING DATE

The closing date for completed applications is **Thursday 1 November at 9am**.

INTERVIEWS

Interviews are likely to take place in the week commencing **Monday 5 November**.

HOW TO APPLY

Please send a **covering letter** stating why you are interested in the post and your current salary, along with the **completed application form** by email (preferred) to alistairowen@mountview.org.uk or by post to Alistair Owen, HR Administrator, Mountview, 120 Peckham Hill Street, London SE15 5JT. All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer.