

MOUNTVIEW

Job Description

JOB TITLE:	Duty Manager (Full Time and Casual Roles)
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	Supervision of Premises Officers, Venue Assistants and Ushers
WORKS CLOSELY WITH:	Venue & Estates Team (Facilities, Operations, Theatre Technical) Welcome Team Student Services Team Stage Management Team

ABOUT MOUNTVIEW

Mountview is one of the UK's leading drama schools, discovering and training the most talented students for the international stage and screen. The first drama school in the UK to offer specialist three-year training in musical theatre, we offer the highest standards of intensive vocational training across both onstage and backstage specialisms, and at any one time over 70% of long-running West End shows feature Mountview graduates.

Based in Peckham, we are at the heart of one of the most exciting areas of London. Our purpose-built home includes two theatres, TV studios, recording facilities, 21 dance and drama studios and production arts workshops. We present around 25 productions each year by our students, as well as activities from resident companies and community groups, and our performance, rehearsal and workspaces are available to hire.

We offer reduced price tickets for local people, and our theatres are complemented by public café/bars Westland Coffee & Wine and Loading Bar which open onto Peckham Square, and Skylight on our rooftop with panoramic views of the London skyline.

Alongside our degree-level training, Mountview runs highly-regarded young people's programmes and adult evening classes, and works directly in the community to engage those who might otherwise have no access to the transformative power of theatre.

Mountview in Peckham is a home for everyone – students, local young people and life-long learners, creative industry professionals and visitors alike – and with the resources of the new building, along with an increased profile both within the industry and publicly, there has never been a more exciting time to join us.

MAIN PURPOSE OF POSITION

Duty Managers are key members of Mountview's Front of House team, which also comprises of Premises Officers, Venue Assistants and the Welcome Team, including Ushers. Reporting to the Operations Manager, and working on a rota basis alongside other Duty Managers, the post holder is 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.

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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 Premises Officers, Venue Assistants and Ushers, referring line management issues to the Operations 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.
- 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 opening the building on a rota basis, checking that all fire exits are clear for the Cleaning and Facilities Management teams.
- Be responsible for closing 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 Operations Manager.
- Ensure that maintenance issues are reported promptly to the Facilities team.

Front of House

- Work closely with the Welcome Team and ensure excellent communication between the Welcome Team 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 Operations Manager and Ticketing & Welcome Team Manager to train Front of House staff in all relevant policies and procedures, identifying further training needs on an ongoing basis.

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 Welcome 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.

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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.
- 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 or events as may be reasonably required.

PERSON SPECIFICATION

Qualifications and Experience

- Experience of working as part of a 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.

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Personal Qualities and Attributes

- Positive, proactive and professional attitude.
- 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.
- A strong desire to learn and get involved with all aspects of the operation.

ADDITIONAL INFORMATION

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 Data Protection Act and General Data Protection Regulation (GDPR) 2018, and must abide by any related policies and procedures.

This post is based at Mountview's premises in Peckham, London SE15. Mountview reserves the right to require you to work at such other place of business within Greater London as the organisation may require, or work from your own home for online delivery when necessary.

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 may be required to undertake a DBS check.

TERMS AND CONDITIONS

- Salary:** Circa £26K per annum, depending on experience – pro rata for casual roles.
- Contract:** 1 x permanent, full time role. Applications for casual roles will also be considered.
- Hours:** Full time: 40 hours per week, 7:30am to 12:30am Monday to Saturday on a rota basis. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.
- Casual: hours dependent on operational requirements and candidate availability.
- Holiday:** 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 **Wednesday 31 August at 9am.**

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HOW TO APPLY

Please send **your current CV** with a **covering letter** and a completed **equal opportunities monitoring form** to Alistair Owen, HR Manager, at alistairowen@mountview.org.uk.

All applications will be acknowledged. Late applications will not be considered.

Mountview is committed to diversity and is an equal opportunities employer. We actively encourage applicants from under-represented backgrounds and value the positive impact that difference has on our institution.