

MOUNTVIEW

Job Description

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| JOB TITLE: | Duty Manager |
| RESPONSIBLE TO: | Operations Manager |
| RESPONSIBLE FOR: | Line management of Venue Assistants Supervision of Premises Officers, Front of House Supervisors and Ushers as directed by Operations Manager |
| WORKS CLOSELY WITH: | Facilities & Operations Team Welcome Team Technical & Production Team Stage Management Team Student Services Team Sales & Events Team |

ABOUT MOUNTVIEW

Mountview trains students differently. One of the UK's leading drama schools, we develop actors and practitioners who will become the future of the creative industries. Through innovative practice, new approaches to working and close relationships with industry, we cultivate graduates who are independent, generous and actively connected to the issues of the day.

The arts can enrich and change lives. We are passionate about dismantling barriers to the arts and engaging with communities in Peckham and beyond. Every year we share our space, expertise and resources, opening up access to the dramatic arts for all ages and abilities, while simultaneously learning from and collaborating with the vibrant cultural ecology on our doorstep.

Today's students join a constellation of graduates making their mark on the profession. Actors Grace Hodgett Young (*Sunset Boulevard*), Ben Joyce (*Back to the Future*), Louisa Harland (*Derry Girls*), Artistic Director Rachel Bagshaw (Unicorn Theatre), Musical Director Sean Green (*Get Up, Stand Up!*), Olivier Award-winning actor Giles Terera (*Hamilton*) and actor Eddie Marsan are just a few of our notable alumni.

MAIN PURPOSE OF POSITION

Duty Managers are key members of Mountview's Facilities & Operations department, which includes IT and the Welcome Desk as well as Facilities and Operations staff. The Operations team comprises Duty Managers, Premises Officers, Venue Assistants, Front of House Supervisors, Ushers and the Welcome Team.

Reporting to the Operations Manager, and working on a rota basis alongside other Duty Managers to cover a busy 7-day operation from early morning through to late evening, the post holder is responsible for supervising day-to-day building operations, ensuring the highest standards of customer service and resource provision; the smooth running of shows, events and hires; and the health and safety of staff, students, clients, tenants and visitors at all times.

KEY RESPONSIBILITIES

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Operations

- Act as Duty Manager on a rota basis, supervising the operation of the building during daytimes and evenings.
- Have line management of Venue Assistants, as well as supervision of Premises Officers, Front of House Supervisors and Ushers, escalating all issues to the Operations Manager.
- Ensure that a visible, helpful and professional front of house presence is maintained in the building, planning for, responding to, and resolving issues/incidents promptly and effectively.
- Maintain effective communication across the business as needed, taking ownership of ensuring events and hires, classes, and shows are proactively managed.
- Be responsible for opening and closing the building on a rota basis, following relevant safety checks, signing off the building as safe to open/secure to close.
- Be responsible for clearing the building at the end of the evening as required, complying with Mountview's Dispersal Policy.
- Have daily responsibility for the overall health and safety of Mountview's premises and occupants, making sure that issues are reported promptly to the Operations Manager.
- Ensure that IT and building issues are reported promptly to the IT Technician and Facilities Manager and communicated to relevant stakeholders.
- Carry out resource and system audits as required.

Front of House

- Work closely with the Welcome Team and always ensure excellent communication between the Welcome Team and Operations Team.
- 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 Technical & Production 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 training needs on an ongoing basis.

Welcome Desk

- Work closely with other front of house teams and hires to welcome and assist building users, ensuring that security passes are created, issued and worn in accordance with operational procedures.
- 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/postal services and escalated customer queries.

Health and Safety

- Foster and maintain the highest standards of health and safety throughout the building.
- Ensure that the health and safety of staff, students, hires, and other building users is a priority.

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- Ensure that fire drills are carried out on a regular basis and that all building users are fully aware of evacuation procedures.
- Co-ordinate and, when required, set up and strike event/hire spaces where required.
- Help ensure that Mountview's licensing obligations (Entertainment and Alcohol, Dispersal, Noise) are adhered to by all building users.
- Act as a First Aider, Fire Marshal, and/or Incident Controller where necessary

Additional Duties

- Act as a key holder for the alarm service provider, attending callouts if required.
- Be an ambassador and brand guardian for Mountview.
- Attend/lead 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 in a multi-function building 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.
- Strong knowledge of health and safety, including building evacuation procedures.

Skills and Abilities

- Excellent teamwork 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 or prioritise, with a problem-solving orientation.
- 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 Office 365 suite, including SharePoint.
- First Aid and Fire Marshal training desirable but not essential.

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

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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 Data Protection Act 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 the post holder to work at such other place of business within Greater London as the organisation may require, or work from their 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

Contract: Permanent.

Salary: Circa £28K per annum, depending on experience.

Hours: 40 per week, 5 days out of 7 on a rota basis, with appropriate unpaid breaks. Working hours are between 7:30am and 10:30pm. Additional hours may be required, as agreed with the post holder and determined by the needs of the business.

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 **Tuesday 13 August at 9am**.

We will be reviewing applications and interviewing candidates on an ongoing basis, and reserve the right to close the vacancy early should we appoint before the closing date.

HOW TO APPLY

Please send **your current CV** with a **covering letter** and a completed **equal opportunities monitoring form** to Alistair Owen, People & Culture 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.