

MOUNTVIEW

Job Description

JOB TITLE:	Duty Manager (Casual Roles)
RESPONSIBLE TO:	Operations Manager
RESPONSIBLE FOR:	Supervision of Facilities & Operations staff as directed by Operations Manager
WORKS CLOSELY WITH:	Facilities & Operations Team Production Team Sales & Events Team Student Services Team

WELCOME TO MOUNTVIEW

From Sally Ann Gritton, Principal & CEO:

Mountview is a vibrant and dynamic organisation to be a part of. Dedicated to ensuring the future of the creative industries, we train actors, practitioners and technicians to the highest standards. The staff team are highly skilled, friendly and dedicated, and as a result Mountview is flourishing with creativity. We are an outward-looking organisation, with ambitions spanning local, national and international activity. Our home in Peckham is beautifully purpose-built and we thrive in it. However, Mountview is not a building, it is an ethos, and we have recently launched four regional sites for some of our training. Mountview is a happy and energetic workplace which celebrates kindness and difference, and succeeds through a shared pursuit of getting things done well.

Our core values, which guide and inform everything we do and believe, are:

- **CHALLENGE THE STATUS QUO**
doing things differently and courageously; allowing curiosity to drive us; being motivated by new ideas and pushing boundaries; celebrating dynamic and playful exploration; influencing industry with progressive practice; inspiring everyone we reach.
- **CREATE BELONGING**
welcoming all people from all backgrounds; implementing anti-oppressive practices; actively seeking to break down barriers to inclusion; creating access; embedding Equality, Equity, Diversity, and Inclusion approaches; celebrating difference.
- **SUSTAIN THE FUTURE**
environmental mindset, maintenance, and renewal of existing resources; retaining rigour and integrity of our quality and standards; financial sustainability; resilience and wellbeing and supporting with nurture and kindness.
- **COMPASSIONATE COLLABORATION**
elevating ideas by working together with respect, sharing our warmth, creativity, and resources; finding strength in partnerships and collaborating internally and externally; developing cultural competency; listening; utilising networks.
- **TRANSPARENT COMMUNICATION**

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being appropriately open with our information and processes; developing liberatory training practices; compassionate and clear communication; solutions focussed; ownership of responsibilities with clear accountability; observing data privacy.

I hope you will enjoy getting to know more about Mountview and wish you well in the application process should you choose to apply. You are welcome here.

WE DO THINGS DIFFERENTLY

Whether through our higher education programme, our participation work or Mountview Exams, our training aims to develop skills, grow confidence, celebrate creativity and reward individuality.

As 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.

Mountview is synonymous with exceptional Musical Theatre training and we are widely considered to lead the field as global innovators. We are proud to have launched our own examination board, offering graded Musical Theatre qualifications. Our unrivalled expertise brings a fresh approach, sharing our values with people of all ages and at all stages in their development.

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.

BACKGROUND TO THE ROLE

Mountview's Facilities & Operations department encompasses all aspects of building management including maintenance, health and safety, reception and box office, front-of-house services, portering and room setup, IT provision, and cleaning and security teams (Housekeeping and Premises Officers). Within this, the Operations team comprises permanent and casual Duty Managers; casual Front of House Supervisors, Bar Supervisors, Venue Assistants and Ushers; and the Welcome Desk.

PURPOSE OF THE ROLE

Duty Managers are key members of Mountview's Facilities & Operations team. Reporting to the Operations Manager, and working on a rota basis to cover a busy 7-day operation from early morning through to late evening, post holders are 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.

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MAIN DUTIES AND RESPONSIBILITIES

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.

Operations

- Act as Duty Manager on a rota basis, supervising the operation of the building during daytimes and evenings.
- Supervise Facilities & Operations staff when on shift, as directed by the Operations Manager, including casual Front of House Supervisors, Bar Supervisors, Venue Assistants and Ushers, as well as permanent Premises Officers and agency security staff, escalating issues as necessary.
- 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.
- Work with the Operations Manager and Ticketing & Welcome Team Manager to recruit and train Front of House Ushers in all relevant policies and procedures, identifying training needs on an ongoing basis.
- At times manage performances to include:
- 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 Technical & Production 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.

Bar

- Mountview currently runs a bar which is open for show incomings and intervals. This is managed on a day-to-day basis by the Duty Managers.
- Manage staff rostering, stock ordering and the control and reporting of expenditure and income.

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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.
- Ensure that fire drills are carried out on a regular basis and that all building users are fully aware of evacuation procedures.
- Coordinate and, when required, set up and strike event/hire spaces as necessary.
- 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 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, prioritise and problem-solve.
- Excellent written and verbal communication skills, 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.

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- 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.

TERMS AND CONDITIONS

Pay rate: £15.13 per hour, plus annual leave accrued at 12.07% of hours worked in a pay period and paid monthly in addition to wages.

Contract type: Casual.

Hours of work: Daytime and evening shifts determined by operational requirements and candidate availability. Working hours are between 7:30am and 10:30pm.

Location: This post is based at Mountview's premises in Peckham, London SE15. We reserve the right to require the post holder to work at such other place of business in Greater London as the organisation may require, or work from their own home for online delivery when necessary.

OTHER BENEFITS

- Access to Zurich Support Services providing free and confidential health & wellbeing support on emotional issues, financial services, family caring, daily living, legal information, life coaching and counselling support for you and your family.
- Confidential 24-hour counselling service available to you and your immediate family through DAS Counselling.
- Access to the TalkLife Workplace, a global community of like-minded people supporting each other day and night.
- Extras discounts saving up to 10% on the cost of physical and digital gift cards from big name retailers.
- Access to a bYond Card providing up to 15% cashback when you shop at over 80 household retailers.

RECRUITMENT PROCESS

Closing date: Wednesday 26 November at 9am.

How to apply: Please send your current CV, with a covering letter and a completed equal opportunities monitoring form, to recruitment@mountview.org.uk.

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

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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.

Equal Opportunities: We know that diverse groups of people make better decisions. To help us take positive action to improve diversity, we ask candidates to complete an equal opportunities monitoring form. This will not be shared with the shortlisting or interviewing panel but will be used to improve accessibility in our recruitment processes.

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

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 2018, and must abide by any related policies and procedures.

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