

MOUNTVIEW

Job Description

JOB TITLE:	Duty Manager (Permanent and 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 does things differently. Through our higher education programmes, our participation work, our growing network of regional sites, and our own examination board in Musical Theatre, Mountview Exams, we aim to dismantle barriers to the arts, open access to training for people of all ages and abilities, and engage meaningfully with the communities around us.

We are a vibrant, outward-looking organisation, agile and responsive to a changing sector. Each year we share our space, expertise and resources, learning from and collaborating with the rich cultural ecology on our doorstep and beyond. While our purpose-built home in Peckham remains central to who we are, Mountview is not defined by a single location: it is not a building, but an ethos.

OUR MISSION, VISION AND VALUES

Mountview is dedicated to developing the actors, technicians and practitioners who will shape the future of the creative industries.

Our vision is to be a world leader in dramatic training, making an impact locally, nationally and internationally. We give potential a chance, nurturing bold, curious and purposeful artists, and we work to ensure our teaching remains current, ambitious and relevant. We train our students to the highest standards, developing skills, confidence and individuality through innovative practice, close industry relationships and a deep belief in the power of creativity to change lives.

Our staff team is highly skilled and collectively committed to Mountview's mission. Together, we have built a flourishing, energetic workplace that celebrates kindness and difference, and succeeds through a shared belief in our core values:

- Challenge the Status Quo
- Create Belonging
- Sustain the Future
- Compassionate Collaboration
- Transparent Communication

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Inclusivity and belonging sit at the heart of our organisation: we commit to learning, to accountability, and to doing better when we fall short. By investing in our people and our partnerships, we secure a vibrant future for the arts – and for the students and staff who make Mountview what it is.

HOW WE WORK AT MOUNTVIEW

At Mountview, people work hard, care deeply about what they do and look out for one another. We are a friendly, ambitious organisation with high expectations of ourselves, where everyone is trusted to take responsibility, pitch in when needed and contribute beyond their immediate role. We value openness, thoughtful challenge and a willingness to keep learning as we grow, and we support each other to meet high standards and do our best work.

The behaviours below are rooted in our values and describe what this looks like in practice. They set out the expectations for how we work, collaborate and deliver at Mountview. They apply to everyone and are demonstrated at a level appropriate to each role and its responsibilities:

Mindset & Approach	Interpersonal Skills & Relationships	Organisational Effectiveness
Responsibility & Accountability Resilience & Adaptability Curiosity & Creativity	Compassion & Respect Collaboration & Teamwork Communicating & Influencing	Continuous Improvement Using & Managing Resources Inclusive Practice

I hope, having learned more about Mountview, that you feel encouraged to apply for this role. If you do, please know this: you are welcome here.

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, portage and room setup, IT provision, and cleaning and security teams (Housekeeping and Premises Officers). Within this, the Operations team comprises Duty Managers, Welcome Team & Front of House Supervisors, Bar Supervisors, Venue Assistants, 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.

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

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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.

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.

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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.
- First Aid, Mental Health First Aid and Fire Marshal training desirable.

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.

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.

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TERMS AND CONDITIONS

Permanent Roles

Salary: £33,951 per annum (pro-rata for part-time hours).

Holiday: 28 days in the first year, including bank holidays, rising with length of service thereafter to a maximum of 38 days.

Mountview also has a paid operational closure over the Christmas holiday period which totals up to 7 additional days, excluding bank holidays.

All holiday entitlements are pro-rata for part-time staff.

Casual Roles

Salary: £16.32 per hour.

Holiday: Full-time equivalent holiday entitlement is 5.6 weeks, or 28 days. Actual holiday entitlement will be accrued at 12.07% of hours worked in a pay period and added to pay for that period.

All Roles

Hours: We are looking to expand our permanent Duty Management provision by a minimum of 16 hours per week (full-time working hours are 40 per week), and to increase our pool of casual Duty Managers.

Mountview is normally open Monday to Saturday, 7:30am to 10:30pm, with occasional Sunday opening hours.

Shifts for permanent staff are worked on a rota basis, and additional hours may be required, as agreed with individual post holders and determined by the needs of the business.

Shifts for casual staff, including daytime, evening or weekend shifts, are determined by operational requirements and candidate availability.

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

Permanent Staff

- Complimentary staff tickets for public performances, subject to availability and policy.
- Access to interest free season ticket loan upon successful completion of probation.
- Access to salary sacrifice cycle to work scheme upon successful completion of probation.
- Generous sick pay.

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- Enhanced family leave upon successful completion of probation.
- Training and development opportunities, including time off for development.
- 25% fee remission for undergraduate and postgraduate degrees at University of East Anglia, subject to qualifying criteria and certain exclusions.
- Contribution to the cost of eye tests and glasses, subject to agreement and policy.

All Staff

- Pension scheme with NOW Pensions.
- Confidential 24-hour counselling service available to you and family members who live with you.
- Access to an Employee Assistance Programme provided by Health Assured/Wisdom Wellbeing, offering a range of support, advice and guidance on issues relating to life, work and health.
- Access to ARAG counselling assistance, a confidential 24-hour counselling service for you and your immediate family.
- Access to 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.
- Reduced membership rate at Peckham Pulse leisure centre for all Mountview staff.

RECRUITMENT PROCESS

Closing date: Wednesday 28 October 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.

Your application should state whether you are interested in a permanent role or a casual role, or if you would like to be considered for both.

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

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.

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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.