

CASUAL DUTY MANAGER

The Corn Hall is seeking a confident, reliable Casual Duty Manager to assist in the running of evening events on a casual basis. We offer a range of events, from films and screenings to live theatre and music. After an initial period of shadowing and training, we anticipate the Casual Duty Manager being needed occasionally, generally no more than once a week or so, usually on Thursday, Friday, or Saturday afternoons/evenings. As a guide, Duty Management sessions begin at 4.30 or 5.30pm and finish at around 11-11.30pm

JOB DESCRIPTION

The Duty Manager will work alongside our Box Office volunteers, Stewards, Technician, Bar and Café to provide excellent customer service to visitors and artists for events and performances.

As the senior member of staff on duty, you will be responsible for the smooth running of events, including taking care of our audience members, guiding our stewards in their duties and looking after the building. As the first point of contact and the responsible person in the event of an emergency or unexpected occurrence, you will need to have a confident demeanour and are likely to be experienced in dealing with situations in a professional capacity. You will report to the Corn Hall Programme Manager.

MAIN DUTIES AND RESPONSIBILITIES

- Opening up the building, turning on lights, unlocking fire exits etc.
- Liaising with our Programme Manager to determine the requirements for each event.
- Setting up the main hall and any other spaces being used – this is likely to involve moving chairs, tables and other equipment. On occasion it may also involve assisting in moving heavy equipment, such as staging.
- Assisting our technician in positioning the lighting.
- Working closely with the performers and our venue technician to ensure equipment is suitably positioned, secure and not breaching health & safety regulations.
- Briefing the volunteer stewards at each event, including the distribution of duties amongst them, advising them of the number of tickets sold and any out of the ordinary requirements for a particular event.
- Assist in ensuring the show starts on time at the beginning and after any intervals, and runs smoothly.
- Providing first aid if necessary (training will be provided).
- Acting as a fire marshall in the event of evacuation of the building (training will be provided).
- To respond to and resolve any customer issues or complaints, escalating to the Programme Manager when needed.
- Tidying up after events, with some support from our stewards. Some cleaning may also be required – wiping tables, cleaning up spillages etc.
- Locking up the building once it has been vacated, ensuring it is secure and alarm is set.
- General administrative tasks during quiet periods.
- Lone working is an integral part of the role.
- Assisting with any other duties in the Corn Hall that may reasonably be asked of you.

This job description is a guide to the nature of the work. It is not wholly comprehensive or restrictive and may be reviewed as required. Other responsibilities may be added, depending on experience and need.

ESSENTIAL SKILLS AND ATTRIBUTES

- Strong customer service skills and a polite and friendly manner
- Prior experience in a customer-facing role
- Confident, reliable and punctual
- Leadership skills
- The ability to deal with situations calmly
- The ability to follow health & safety practices
- The ability to manage and motivate volunteers and staff with a positive 'can-do' attitude
- The ability to work under pressure
- Physically fit – the role involves manual handling tasks
- Flexibility with working hours
- A smart appearance

DESIRABLE SKILLS

- Prior experience as a Duty Manager or similar
- Event management qualification and/or experience
- An interest in the arts
- Previously managerial/supervisory experience
- Knowledge of health & safety

KEY TERMS OF EMPLOYMENT

- This is a casual position, with no guaranteed hours.
- Remuneration is £10 per hour
- Annual leave will be accrued, based on the statutory minimum

EQUAL OPPORTUNITIES

The Diss Corn Hall Trust is committed to being an equal opportunities employer. All staff are required to adhere to the Corn Hall's Equal Opportunities Policy, a copy of which will be given to the successful candidate.

TO APPLY

Please send letter and CV showing how you meet the requirements for the role and email to Angela Sykes as follows: angela.sykes@thecornhall.co.uk