

Job Title	Casual Duty Manager
Job Family	Visitor, Business and Economy
Service Area	Service Delivery
Band	3
Job Reference	

Reporting to:	Responsible for :
Front of House Manager	

Team Purpose

The Arts and Culture team have a clear focus on developing the cultural offer of Eastleigh Borough; attracting customers to their world class venues, developing inspiring programmes for residents and visitors alike through a diverse programme including dance, theatre, circus, comedy, music, film, visual art and creative industries; and creating a health and wellbeing offer that aims to bring people together through taking part in arts and culture activities. The Point and Berry Theatres are hubs that encourage community engagement and economic regeneration with social impact being a key driver. The team is welcoming, professional, efficient and accessible to all visitors. The team will generate income as well as promote artistic, enjoyable and sustainable environments and activities, and facilitate business opportunities and growth.

Role Purpose

To assist the Front of House Manager to ensure the smooth and efficient running of the sales and front of house functions. Responsible for FOH operations including Health and Safety of building and customers. This role is required to work across 2 venues and supervise the Sales Assistants, Bar Manager and Volunteers in the absence of the Front of House Manager.

Key Accountabilities

Visitor Experience

- Ensure all visitors experience a warm welcome and excellent experience through immaculate presentation of public areas and outstanding customer service.
- Maximise productivity through establishing a well organised and knowledgeable experience for staff and visitors
- Monitor service and standards in our Bar provision.
- Act as an ambassador for The Point, The Berry Theatre and Eastleigh Borough Council.

Compliance

- Provide a safe and secure site for visitors, artists and staff particularly during show and events.
- Provide a key role leading in evacuating the building in an emergency situation.
- Assist with the development of risk assessments relating to Front of House and other visitor areas.
- At all times adhere to risk assessments, health & safety, fire and security policies and procedures relating to the safety of staff and visitors.
- Ensure GDPR is adhered to at all times, reporting any breaches to the FOH Manager.

Finance & Commercial

- Support the FOH Manager in developing a high performing team with a focus on exceptional customer service will commercial skills and awareness.
- Manage the weekly banking and relevant reporting.
- Oversee all sales operations including ice creams, programmes and any merchandise sales during performances, events and all other activities.

Resources

- Supervise front of house operations to ensure consistent excellent standards of operation and customer service to all venue users, and to complete these duties if required including cash handling and data capture.
- Conduct safety briefings for volunteers.
- Monitor facilities ensuring any safety or maintenance issues are reported to the Venue Manager.
- Assist with duties including stock taking, bar management and other duties as required
- Liaise with internal departments and external contractors as required to ensure a successful approach to event management.
- Liaise with the Venue Manager prepare room set ups.
- Build strong relationships with managers and team members promoting a supportive culture based on excellence, professionalism and consistent communication

Key Objectives

Working with customers	Interacting and responding to internal/external customers through multiple channels. Working collaboratively with colleagues to improve business processes and customer service and highlight opportunities for empowering customers further. Building customer enabling opportunities into everyday routine in order to reduce customer demand.
Working towards the Corporate Plan	Understanding the Corporate Plan and how individual objectives support the delivery against the Corporate Plan.
Knowledge of services	Good understanding of the services provided across the council and a good knowledge of the terminology and acronyms used by the services.
Using systems effectively	Ability to quickly learn new systems.

Specific Tasks

Case Management skills	Able to use internal systems to raise cases and input data
Team work and working with others	Ability to work with a broad range of internal and external teams to forge effective working relationships
Enquiries, reports and service requests	Resolving cases using developed communication techniques.
Processing and administration	Contributing to corporate projects. Able to identify and develop opportunities for improving workflow / process and /or increasing customer self-serve or enabling; working on cases that require problem solving with customers. Access and accurately update all relevant information systems,

Specific Tasks

	both customer and back office, ensuring that data is updated and maintained through verification, and validation, and in accordance with Data Protection principles.
Strategy and policy	Recommending developments to council processes and policies and contribute to the development of service strategy.
Performance	Contribute to the development of performance and quality control KPI's in digital and service delivery.

Qualifications

Good level of numeracy and literacy.
GCSE Maths & English or equivalent

Knowledge, Skills and Experience

- Demonstrable knowledge & experience of supervising Health & Safety and Licensing
- Experience of working in a demanding customer service environment
- Experience of selling merchandise and hospitality
- Ability to stay calm under pressure
- Ability to diffuse difficult situations
- Able to work alone when closing down the building
- First Aid (Desirable) Hood timekeeping with the ability to work flexible shifts, weekends and evening on a consistent reliable basis
- Experience of working with cash and credit card sales and with sales targets
- Ability to use ticketing/event management systems
- Retail experience (desirable)
- Organised with efficient administrative skills and ability to establish and maintain effective systems and processes
- Excellent communication skills and motivating a team.
- This role will require working some unsociable hours for which tie off in lieu will be given for hours worked above contract.

Specialist Knowledge

- Experience in Venue Management preferably in a theatre Front of House environment
- Knowledge of The Point and The Berry Theatres, and their Arts and Culture programme (desirable)
- Knowledge of box office, staff scheduling systems (desirable)
- Evidence of business acumen and in particular commercial understanding and experience of income generation

Signed (Job Holder):		Date:
Signed (Service Lead):		Date:

The Way We Work Framework

Central to the delivery of the role are the Council's values (Fairness, Ambition, Empowerment) and behaviours and all employees are expected to work within the Council's 'The Way We Work Framework.' These are shared by all employees and applied to everything we do. The points for each behaviour are shown below:

Behaviours	Definition
Think Customer	Recognise and demonstrate an understanding that customers/partners and customer satisfaction are the foundations of the council's organisational success.
Think Colleague	Be willing to work as part of a team and work collectively towards achieving organisational goals
Think Different	Be willing to be adaptable and open to change, learning new things or take on new tasks as required. Display a 'can do' attitude
Take Pride	Recognise and celebrate your own success and those of your colleagues

All employees are expected to be flexible in undertaking the duties and responsibilities attached to their role and may be asked to perform other duties, which reasonably correspond to the general character of their role and their level of responsibility. All employees are required to be flexible to undertake out of hours work as required, meetings outside office hours will be routine and officers will be expected to attend. This job description will be supplemented and further defined by annual objectives which will be developed in conjunction with the post holder.

This job description will be subject to regular review and the council reserves the right to amend or add to the details.

Key Policies

We are an equal opportunities employer and therefore all staff are expected to comply with our equality policies and help create a work environment in which everyone is treated with dignity, respect, courtesy and fairness. You are also expected to fully comply with Health and Safety Policies and procedures in force to help maintain and develop a safe working environment. In pursuing a practice of continuous improvement and seeking to obtain best value in all aspects of the service, staff will be expected to assist in other such duties as may be allocated for the benefit of the organisation and their own personal development. Staff will be expected to assist if the council has to deal with the results of a civil emergency.