

WARWICK SCHOOL

JOB DESCRIPTION

Post Title	Front of House Duty Manager
Rate of Pay	£10.05 per hour
Location	Bridge House Theatre & Warwick Hall
Start Date:	ASAP
Purpose of this Job Description: The Foundation considers this document as a "snapshot" of the job and the tasks listed are not an exhaustive list. It aims to provide a clear guide at the time of writing to all that is involved about the requirements of the job. It will also be used to communicate expectations about performance and will be used to monitor effective performance.	

Reporting Lines:	Head of Drama, Performing Arts Manager, Performing Arts Technical Manager, Senior Management
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Key accountabilities:

Responsibilities: <ul style="list-style-type: none">• Arriving to the venue 1.5 hours before the start of the performance to check event requirements in advance, to ensure the FOH area is clean and presentable and to support the bars/catering team where necessary with information about the event• Acting as a First Aider when on duty (training will be provided if necessary)• Acting as Duty Manager, in ultimate charge of the theatre and audience, and providing a constant presence in the foyer when on duty• Being fully familiar with building alarms, equipment and evacuation procedures, and leading a building evacuation if necessary• Managing front of house assistants & volunteers, assigning roles and responsibilities at the start of each shift• Overseeing movement of audiences in and out of the theatre, making all necessary announcements to ensure that all parts of an event run smoothly• When on duty, being responsible for security in the building, including the flow of people in/out of the venue• Being responsible, on occasion, for lock-up procedures at the end of an event, which may include remaining on site for the duration of a company 'get-out' as determined by the Performing Arts Manager, Performing Arts Technical Manager or Head of Drama• Serving / assisting behind the bar as and when required• Other tasks that may be required while on duty Note <p>When working alongside a full-time staff member (i.e, Head of Drama/Performing Arts Manager), the tasks may be very similar to all the above, but will be allocated by the Manager, to whom the post-holder will act as Assistant on such occasions.</p>
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Safeguarding and Protection of Children and Young Persons <p>In accordance with the Children's Act 1989, on appointment post holders will be required to commit to their responsibilities with regards to safeguarding. In addition offers of appointment will be subject to an Enhanced criminal record check from the Disclosure and Barring Service (DBS).</p> <p>These checks will highlight cautions, reprimands and final warnings as well as any convictions. The post holder must not have any spent or unspent convictions that would prevent working with children.</p>
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Health and Safety:

As an employee you are expected to:

1. to take reasonable care of your own health and safety
2. to take reasonable care not to put other people - fellow employees and members of the public - at risk by what you do or don't do in the course of your work
3. to co-operate with your employer, making sure you get proper training and you understand and follow the company's health and safety policies
4. not to interfere with or misuse anything that's been provided for your health, safety or welfare
5. to report any injuries, strains or illnesses you suffer as a result of doing your job
6. to tell your employer if something happens that might affect your ability to work (e.g. becoming pregnant or suffering an injury)
7. if you drive or operate machinery, to tell your employer if you take medication that makes you drowsy

Particular H&S issues for this post include:

	Person Specification	
	Essential Criteria	Desirable Criteria
Qualification	Pass in GCSE Maths & English or equivalent	
Experience/ Knowledge	Experience of working in a public facing role Excellent customer service First Aid Trained or willingness to undergo training	Experience of working in a theatre front of house role Experience of working in the hospitality/bars/catering sector Experience of supervising staff or volunteers Experience of managing public events
Skills/Abilities	Excellent time management throughout the shift Excellent communication skills	
Aptitude	A calm and level-headed manner when dealing with busy events and members of the public	
Circumstances	Must be aged 18+ due to possibility of serving alcohol	
Safeguarding Children, Young People and Vulnerable Adults	Understands their role in the context of safeguarding children, young people and vulnerable adults. Ability to form and maintain appropriate relationships and personal boundaries with children and young people.	
Equal Opportunities	Understanding of the requirements of Equality and Diversity	

Declaration

I have received a copy of this job description and undertake to carry out the duties as described.

Employee Signature

Date

Print name