

BLACKHEATH HALLS

23 Lee Road, London SE3 9RQ
020 8318 9758
recruitment@blackheathhalls.com

Front of House Team: Duty Manager Recruitment Pack

Front of House Team: Duty Manager

Blackheath Halls is looking for an enthusiastic Duty Manager to join our friendly and committed team of Duty Managers, to oversee the safe and smooth running of events and performances

If you would like to apply, please complete the application form ([available here](#)) and equality and diversity monitoring form ([available here](#)). The deadline for applications is **Thursday 12 September at 12pm (midday)**. Interviews will be held on **Friday 20 September** at Blackheath Halls.

We positively encourage applications from interested and qualified applicants regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity. Whilst we are very aware this is not the case at the moment, our ambition is for our staff team to reflect the diversity of our local boroughs of Greenwich and Lewisham.

If you require this document in a different format, or have any access requirements in order to be able to apply or interview for this role, please contact **Hannah Benton** at h.benton@blackheathhalls.com or on **020 8318 9758**.

Please also contact Hannah if you would like to have an informal conversation about the role before submitting an application.

Thank you for your interest in this position, and we very much hope you will consider joining our team.



Great Hall: Blackheath Halls Opera Candide 2022

© Lidia Crisafulli

The Hearn Recital Room: Wihan Quartet 2022

© Ernie Savarese



Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year-round programme of events including music, comedy, talks and literary events, and children's theatre. Our renowned community engagement programme includes the annual Blackheath Halls Opera, Musical Theatre courses, an orchestra, gospel and classical choirs, and Blackheath Halls Youth Choir, with gifted young people from our local boroughs.

Blackheath Halls is a wholly owned subsidiary of Trinity Laban Conservatoire of Music and Dance, and provides the Music Faculty with its regular base for large-scale rehearsals and performances. We also offer a popular venue for recordings and rehearsals by major London orchestras and ensembles, as well as for a range of commercial hires and social events in our two performance spaces, The Great Hall and The Hearn Recital Room.

Over the past year Blackheath Halls' programme consisted of 1,036 different performances, rehearsals and other activities, attended by 48,765 people. A further 33,651 people engaged with online activities and resources.

A registered charity, we are able to offer this range of activity through income from tickets, hires and our in-house bar, along with support from various Trusts and Foundations, and over 300 generous members of our newly-revitalised Friends and Patrons scheme.



Christopher Stark and Blackheath Halls Orchestra: Candide 2022

© Lidia Crisafulli

The Smartest Giant In Town 2022 © Ernie Savarese

Blackheath Halls Youth Choir Christmas 2021 © Lidia Crisafulli

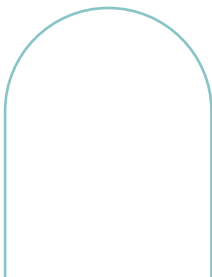
Blackheath Halls is the main concert and rehearsal venue for
Trinity Laban Conservatoire of Music and Dance students.

Big Smoke Brass UK © James Keates jk-photography

Trinity Laban Symphony Orchestra © Trinity Laban



Job Description



Post	Front of House Team: Duty Manager
Reports to	Operations Manager, Blackheath Halls
Responsible for	Front of House staff; Security staff (where applicable)
Contract	Position offered on a rota with other staff subject to events and availability. Minimum call of 4 hours applies.
Hours	Hours as required on a shift basis. This role will mostly involve evening and weekend work. Some weekday and Bank Holiday work may be required.
Wages	£13.82 plus £1.67 per hour holiday contribution (i.e. £15.49 per hour).

Overall Purpose of the Job

The purpose of the role is to oversee the safe and smooth running of events and performances at Blackheath Halls. The Duty Manager is responsible for the venue, including audience and staff management, bar, box office, and customer service; as well as holding overall responsibility for backstage operations and safety.

The Duty Manager will proactively encourage staff to deliver excellent customer service to all users of the building.

Main Duties and Responsibilities

Front of House Management	
●	To ensure that all staff and volunteers act as excellent ambassadors for the venue and are fully briefed on safety issues, details of the events and positions/responsibilities.
●	To prepare the venue for performances/events, including ensuring signage/publicity is up to date and correct.
●	To manage opening and closing the House, as well as starting each performance/act.
●	To oversee staff's performance and dress, offering reviews to individual staff members as appropriate, and feeding back to Senior Management on performance and where additional training is required.
●	To oversee the safety and well-being of staff while at work, ensuring staff are given breaks, treated respectfully and supported to carry out tasks to their full potential.
Customer Service	
●	To offer excellent customer service to visitors and artists in the premises, ensuring positive customer experience is at the forefront of the team's ethos.
●	To take a proactive interest in Blackheath Halls' and Trinity Laban's performances, programmes, services and facilities, communicating this effectively with the public.
●	To be present as an initial point of contact for all enquiries, ensuring that members of the public are assisted in a welcoming and courteous manner, demonstrating a high level of customer service at all times.
●	To be knowledgeable about Blackheath Halls' access arrangements, ensuring customers with disabilities have positive interactions, and ensure specific access requirements are met wherever possible.
●	To handle customer feedback and complaints and share any comments with relevant personnel for further review/follow up.

Bar

- To liaise with the Bar Manager or Bar Supervisor regarding event timings/details, operation of the bar, safety procedures, and any specific event requirements
- To ensure that cashing up has been completed and signed off by both Bar Manager/ Supervisor and Duty Manager, and undertaking to investigate and record notes to explain any discrepancies.
- To monitor the bar and support the bar team as required. Support may include ensuring ushers assist with interval drinks and glass collection, supporting with queues and flow of people in the bar area; making announcements about bar pre-order systems; etc.
- At events where the Bar Manager or Bar Supervisor is not present, to brief and monitor staff and ensure they are carrying out their duties.
- To manage and sign off on the clear up at the end of the evening.
- Where complimentary drinks/stock are available, or where clients are being invoiced for drinks/stock, liaising with the Bar Manager/Supervisor and recording any stock used within the event report.

Box Office

- To ensure box office staff are appropriately briefed.
- To liaise with box office staff regarding any ticketing queries, any amendments to seating plans, and regarding specific access requirements.
- To provide support to the box office as required.

Health and Safety

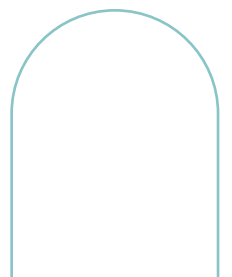
- To be responsible for the safety of all users and staff on the premises.
- To be responsible for ensuring that activity taking place on the premises is legal, safe and adheres to Blackheath Halls' policies and procedures.
- To administer first aid (where trained) or seek further medical assistance.
- To report all accidents and incidents in accordance with HSE guidelines.
- To be responsible for monitoring of potential safety risks in the venue throughout the set-up, duration and de-rig of an event, and addressing these promptly.
- To be responsible for reporting any ongoing maintenance/procedural considerations to improve safety aspects at the venue.
- To ensure fire exits, exit routes and assembly points are clear from obstruction, are signed and operable.
- To ensure staff are aware of their duties in the event of building evacuation.
- To lead in an evacuation, should it be required, according to Blackheath Halls' fire evacuation procedure; to be the point of contact for the emergency services, and to ensure all users in the building have been accounted for.
- Where a production requires a fire exit to be taken out of use, and this has been assessed and approved in line with Senior Management and risk assessments, ensuring that any signage has been adequately covered and staff informed.

Security

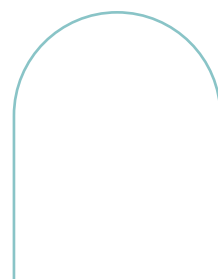
- To ensure any security staff booked for specific events are briefed on the event, policies and positions/specific duties.
- To ensure all spaces not in use and not accessible to the public are kept secure at all times.
- To brief all staff to be vigilant and proactive in monitoring and reporting any security concerns.
- To be a responsible key holder and to ensure the building is adequately secured when locking up, as well as completing a full check of the premises prior to departure.
- To encourage artists to take responsibility for their own belongings, providing keys as appropriate and advising users not to leave valuables unattended.
- To check the stage and backstage areas before/after each performance.

General

- To coordinate the start of each performance/act with the stage manager and/or Duty Technician.
- To oversee backstage operations.
- To provide a comprehensive event report for all events, including feedback and comments which may assist in improving and developing facilities and services.
- To carry out any reasonable additional task requested by the Operations Manager or Director.
- To adhere to all Blackheath Halls' policies and procedures, including Health and Safety, Safeguarding, Data Protection and Diversity and Equality.
- To carry out any other responsibilities as may reasonably be required by the Operations Manager or Director.



Criteria	Essential	Desirable
Experience		
Experience as a Duty Manager, preferably in an arts environment		✓
A trained first aider, or willing to be trained and fulfil the role of First Aider	✓	
A good understanding of health and safety issues, with previous responsibility for health and safety during events. This may be through work experience and/or training/qualifications	✓	
Fire warden trained, and/or willing to be trained up and fulfil the role of Fire Marshall	✓	
Experience working behind a bar and/or on a box office		✓
Personal licence holder		✓
Skills		
Proven ability to confidently and professionally manage people and situations, including challenging customers	✓	
Excellent communication and interpersonal skills, with the ability to communicate effectively with people of all ages and backgrounds and ensure smooth distribution of information within the team	✓	
Excellent customer service skills, with a proactive and confident approach to welcoming and assisting with enquiries/bookings	✓	
Excellent organisational skills, with strong attention to detail and ability to multitask and prioritise tasks	✓	
Ability to show initiative and adaptability in solving problems, requesting information, or in implementing actions to ensure the smooth running of events	✓	
Personal Qualities		
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	✓	
Able to sustain a proactive work ethic throughout long and late shifts	✓	
Good numerical skills		✓
A responsible and confident individual, happy to act as a keyholder. Lone working on occasion may be required when opening/closing the building	✓	



Summary of Terms and Conditions of Employment

Contract	Position offered on a rota with other staff subject to events and availability. Minimum call of 4 hours applies.
Hours	Hours as required on a shift basis according to venue's event schedule. This role will mostly involve evening and weekend work. Some weekday and Bank Holiday work may be required.
Wages	£13.82 plus £1.67 per hour holiday contribution (i.e. £15.49 per hour). Payment will be transferred to your bank account monthly on 25th of the month or the nearest working day.
Location	You will be based predominantly on-site at Blackheath Halls to carry out this role. Work may occasionally be based at other local venues when events are taken offsite
Annual Leave	A payment in lieu of Annual Leave is included in the hourly rate of pay above
Event Tickets	Complimentary tickets for most events at Blackheath Halls, subject to availability
Pension Scheme	Access to a NEST pension scheme
Sick Pay	NA
Uniform	Smart dress code; no trainers or jeans. Duty Managers will be expected to be dressed particularly smartly for weddings, parties, conferences and performances.
Car Parking	A limited number of parking spaces are available, subject to availability

Applicants must be eligible to work legally in the UK. If you do not have the necessary permissions to do so, unfortunately we are unable to consider your application.



Blackheath Presents with SongEasel

Winterreise: Francesca Chiejina & Jocelyn Freeman © Nick Rutter



Equality and Diversity

Blackheath Halls is working hard to meet the aims and commitments set out in its Equality and Diversity Policy, including trying to ensure that everyone who applies to work with us receives fair treatment.

In order to help us achieve this aim, we kindly request that you complete a monitoring form.

We understand that some applicants will be hesitant to provide the details requested. Please be aware that any information you provide will not form part of the recruitment process. The information will be treated as strictly confidential and only used to monitor the fairness of our recruitment and selection procedures.

Although you do not have to complete the form, by completing as much of the information as you feel able to, you will be helping us to ensure that all applicants receive fair treatment when applying for jobs with us.

Equality and Diversity monitoring form [available here](#)

Blackheath Halls Opera
2021: Venus and Adonis
© Lidia Crisafulli
2018: Dido and Aeneas
© Robert Workman
2017: Der Freischutz
© Robert Workman



Taiko Meantime: Resonance Tour 2018

© Adam Kang Photography



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