

# BLACKHEATH HALLS

## Duty Manager Job Pack

Blackheath Halls is looking for an enthusiastic and professional Duty Manager/s to join our existing dedicated casual front of house staff team. This responsible and wide-ranging role involves overseeing the safe and smooth running of all types of performances, rehearsals and other events that happen in our historic building.

If you would like to apply, please complete the application form and equality and diversity monitoring form and submit to Hannah Benton at [recruitment@blackheathhalls.com](mailto:recruitment@blackheathhalls.com) or by post to Blackheath Halls, 23 Lee Road, London SE3 9RQ. Please note CVs will not be accepted.

The deadline for applications is **9am on Friday 26 November 2021**. Interviews will be held on **Friday 3 December 2021** at Blackheath Halls.

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 [recruitment@blackheathhalls.com](mailto:recruitment@blackheathhalls.com).

Thank you for your interest, and we hope you will consider joining us.

## Information about Blackheath Halls

Blackheath Halls is an outstanding centre for music and the performing arts in south east London, presenting a year round programme of performances and events. Blackheath Halls is used regularly by world-renowned orchestras and ensembles for recordings and rehearsals, as well as for a range of commercial hires and social events. 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.

Founded in 1895, Blackheath Halls has provided a venue for impressive artists past and present including Percy Grainger, Myra Hess, Romesh Ranganathan, Sir Simon Rattle, Monty Don, Kate Rusby, Sir Willard White and Robert Winston. The current programme includes music, comedy, talks and literary events, exhibitions and children's theatre as well as an outstanding community engagement programme. Blackheath Halls continued online and in-person activity wherever permitted over the past 18 months, thanks to support from our generous audiences and supporters, and funding from Arts Council England Culture Recovery Fund amongst others.

For further information visit [www.blackheathhalls.com](http://www.blackheathhalls.com).

As an equal opportunity employer we positively encourage applications from suitably qualified and eligible candidates regardless of sex, race, disability, age, sexual orientation, gender reassignment, religion or belief, marital status, or pregnancy and maternity.

# Job Description

<b>Job Title:</b>	Duty Manager
<b>Reporting to:</b>	Operations Manager
<b>Responsible for:</b>	Front of House staff; Security staff (where applicable)
<b>Hours:</b>	Hours as required on a shift basis. This role will mostly involve evening and weekend work

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## 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 back stage operations and safety.

The Duty Manager will also take a proactive approach towards encouraging staff to deliver excellent customer service to users of the building.

## Main Duties and Responsibilities

### Front of House Management

- To offer excellent customer service to visitors and artists to the premises, ensuring delivering a positive customer experience is at the forefront of the team's ethos
- To ensure that all staff and volunteers give a good impression of 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 be knowledgeable about Blackheath Halls' access arrangements, ensuring customers with disabilities have positive interactions, and have specific access requirements met wherever possible
- To handle customer feedback and complaints

### 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 cash up with the Bar Manager/Bar Supervisor at the end of the shift, noting and following up on any discrepancies
- To support the bar team as required
- 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 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 lock additions/releases and regarding specific access requirements
- To provide support to the box office as required

### Health and Safety

- To be responsible for the safety of 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 seeking 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 the need to evacuate
- 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, 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 appropriately 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
- 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 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

## Person Specification

Criteria	Essential / Desirable	Measured by
Enthusiasm for the arts and cultural and community events, particularly those of Blackheath Halls and Trinity Laban	Essential	Application / Interview
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	Essential	Application / Interview
Excellent organisational skills, with strong attention to detail and ability to multitask and prioritise tasks	Essential	Application / Interview
Proven ability to confidently and professionally manage people and situations, including challenging customers	Essential	Application / Interview
Excellent customer service skills, with a proactive and confident approach to welcoming and assisting with enquiries/bookings	Essential	Application / Interview
Good numerical skills and cash handling experience	Essential	Application / Interview
Able to sustain a proactive work ethic throughout long and late shifts	Essential	Application / Interview
A good understanding of health and safety issues	Essential	Application / Interview
A trained first aider	Desirable	Application / Interview
Personal licence holder	Desirable	Application / Interview
Experience working behind the bar and on a box office	Desirable	Application / Interview
Experience as a Duty Manager, preferably in an arts environment	Desirable	Application / Interview

## 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:** To be distributed according to venue's event schedule. Shifts will mainly take place in evenings and at weekends, with a small number of weekday daytime and Bank Holiday shifts
- Salary:** £11.92 + £1.92 holiday pay contribution = £13.36 per hour. Payment will be transferred to your bank account monthly on 25<sup>th</sup> of the month or the nearest working day
- Complimentary tickets:** Complimentary tickets to events across Trinity Laban and Blackheath Halls (subject to availability).

- Dress:** Smart dress code; no trainers or jeans. Duty Managers will be expected to be dressed particularly smartly for weddings, parties, conferences and performances
- Annual Leave:** Holiday pay contribution included within hourly rate
- Pension Scheme:** Access to a NEST pension scheme
- Car Parking:** A limited number of parking spaces are available, subject to availability.