**University of Essex**

**FURTHER PARTICULARS**

**Arts Office**

**Job Title:** Duty Manager

**Department/Section:** Lakeside Theatre, Communications and External Relations section.

**Responsible to:** Theatre Manager

**Reports on a day-to-day basis:** Theatre Manager

**Purpose of Job**

The Duty Manager will work as part of the Arts Office team. You will assist with the delivery of excellent customer service to all our visiting companies, members of the public and student visitors to the Lakeside Theatre. The position will provide valuable experience working in a customer focussed environment and performance venue management. The Duty Manager will be responsible for the smooth running of events and performances at the Lakeside Theatre, reporting to the Theatre Manager. They will manage Front of House Assistants and Volunteer Ushers when on Duty.

Subject to the completion of a satisfactory probationary period, the Duty Manager will be appointed to mainly work term-time, but will sometimes be asked to work out of term time during University holidays. The Duty Manager will work according to the requirements of the performance schedule, which will involve working unsociable hours.

**Duties of the Post**

These duties are a guide to the work that the Duty Manager may initially be required to undertake:

* Acting as first point of contact for visitors to the Lakeside Theatre.
* Developing a good working relationship with visiting artists and customers in the theatre.
* Selling tickets using our Spektrix Box Office System and printing Box Office reports.
* Selling drinks on our bar.
* Acting as the main fire steward when on duty.
* Handling cash and reconciling box office and bar sales reports at the end of every shift.
* Occasionally writing Front of House Rotas and submitting timesheets for Front of House Assistants.
* Rotation, replacement and occasional ordering of stock. Keeping our stock records up to date.
* Keeping accurate show reports during every shift and reporting any anomalies to the Theatre Manager and/or Technical Manager.
* Managing a team of Front of House Assistants and Volunteer Ushers and helping to train and induct new staff members.
* Liaising with the technical staff before and during every shift.
* Helping to maintain a safe working area for colleagues, artists and customers.
* Have a good knowledge of the Artistic Programme and to act as an ambassador for the Lakeside Theatre.

**Essential experience, skills and attributes:**

* A keen and genuine interest in the Arts.
* Demonstrable customer care skills with a friendly welcoming manner.
* Articulate and with good communication skills.
* A good knowledge of Microsoft Office.
* Efficient and methodical worker.
* Honest, trustworthy and reliable.
* Enthusiasm to learn more about the Arts on campus and to develop transferable skills.
* Experience of managing a small team
* Experience handling cash
* Previous Front of House/Bar or experience of working in a customer focussed environment.
* Knowledge of licensing legislation.

**Desirable experience, skills and attributes**

* Hold a personal license.
* Experience with Spektrix or another box office system.

**The Lakeside Theatre and the Arts Office**

The Lakeside Theatre is part of the Arts Office, which in turn is part of the University’s Communications & External Relations Section. The Arts Office’s role is to ensure that the University delivers a diverse and stimulating Arts programme aimed at campus and community audiences. The fully equipped Lakeside Theatre seats 217 and hosts professional touring productions, student theatre music, comedy, children’s theatre, drama clubs and outreach activity with schools. There is also a studio teaching and performance space attached to the Lakeside Theatre.

The Lakeside Theatre team is led by the Artistic Director and includes the Theatre Manager, Theatre Technician, Marketing & Publicity Co-ordinator, Duty Managers, ushers, freelance technicians and student interns.

**Communications and External Relations Section (CER)**

CER is one of seven main professional services sections within the University, whose responsibility it is to support the four academic faculties. Headed by the Director of CER and with a staff of around 100, it has specific responsibility for UK, EU and international student recruitment; marketing and admissions; widening participation and community activity; corporate marketing and communications; events; fundraising, relations with alumni; and the arts programme on campus. CER consists of a number of teams, including Marketing & Student Recruitment, Admissions, Communications, Development and Alumni Relations, Web Editing & Digital Media, the International Office and the Arts Office.

The rate of pay for this fixed-term temporary post will be £8.42 per hour. Hours will be on a casual ‘as and when’ basis.

If you wish to apply for this role, please send a CV and covering letter to Genine Sumner grsumn@essex.ac.uk by the closing date of 18th December 2016.

Interviews will be held on the week commencing 9th January 2017. Please inform us on your application if you are not available to interview on this week.