**University of Essex**

**FURTHER PARTICULARS**

**Job Title:** Front of HouseDuty Manager

**Department/Section:** Lakeside Theatre, Library and Cultural Services.

**Responsible to:** Lakeside Theatre Manager

**Reports on a day-to-day basis:** Front of House Supervisor

**Purpose of Job**

The Duty Manager will work as part of the Lakeside Theatre team within Library & Cultural Services. 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 the responsible for the smooth running of events and performances and the Lakeside Theatre, reporting to the Front of House Supervisor. They will manage Front of House Assistants and 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.
* 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 Front of House Supervisor, Lakeside Theatre Manager and/or Technical Manager.
* Managing a team of Front of House Assistants and 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**

The Lakeside Theatre is within the University’s Library and Cultural Services. The Lakeside Theatre’s role as part of the Arts offer on campus is to ensure that the University delivers a diverse and stimulating Theatre programme aimed at campus and community audiences. The fully equipped Lakeside Theatre seats 200 and hosts professional touring productions, student theatre music, comedy, children’s theatre, drama clubs and outreach activity with schools. There is also in development a new strand of plays written, produced and performed by academic staff and students. There is a studio teaching and performance space attached to the Lakeside Theatre.

The Lakeside Theatre team is led by the Lakeside Theatre Manager and includes the Front of House Supervisor, Theatre Technicians, Duty Managers, Front of House Assistants, freelance technicians and student interns.

The rate of pay for this on demand post will be £10.9 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 the Lakeside Theatre Team (arts@essex.ac.uk) by 12:00pm on Friday 24th March 2023.

Interviews will be held shortly after the deadline. Please inform us on your application if you are not available to interview on this week or if you have any access needs.