



Dear Colleague

DUTY MANAGER

Please find enclosed:

- Job description and outline statement of terms and conditions
- Equal opportunities monitoring form

If you wish to be considered, please send your CV and a covering letter to Southwark Playhouse, 60 Great Suffolk Street, London, SE1 0BL or emailed to admin@southwarkplayhouse.co.uk.

Don't forget to include details of your availability and two references.

Kind regards

Chris Smyrnios
Chief Executive

Duty Manager Job Description

Status: Casual Part Time

Responsible to: the Chief Executive

The Duty Manager will manage the front of house operation and create a welcoming environment for all patrons, whilst maximizing sales and profits. The Duty House Manager has responsibility for the safe and effective operation of the theatre.

Key responsibilities:

- To provide a safe and welcoming environment for all visitors to the theatre.
- To be the duty manager for performances, plus other events at the theatre including education activities and commercial hires.
- To organise appropriate front of house staffing levels for all activities.
- To supervise front of house staff and volunteers.
- To be responsible for the security of the building whilst on duty.
- Reconciliation of the nightly front of house income.
- To ensure the Health and Safety of staff and visitors to the theatre.
- To maintain the good appearance of all public areas and areas surrounding the theatre building and to supervise external contractors when required.
- To ensure an exceptional standard of service to all visitors.
- To deal effectively with customer enquiries.
- To abide by and enforce appropriate licensing regulations.
- To have a commitment to the work of Southwark Playhouse.

Person Specification:

The ideal candidate will be able to demonstrate the following skills, experience and qualities:

- A proven track record of working with the public, preferably within an arts environment.
- Excellent customer care skills.
- Excellent interpersonal skills.
- Experience of managing staff.
- Experience of managing Health and Safety and emergency procedures.
- A commitment to providing excellent standards of customer care.
- Experience of reconciling cash takings.

Terms and Conditions:

Salary: £8 per hour

Hours of Work: 6 hour shifts between 1pm and Midnight, Monday to Saturday, and occasional Sundays. There are a variety of shifts available. The number of shifts allocated per week varies.

Payment Period: Weekly

Notice Period: 2 Weeks

SOUTHWARK PLAYHOUSE THEATRE COMPANY EQUAL OPPORTUNITIES MONITORING FORM

To help Southwark Playhouse implement its Equal Opportunities Policy, we should be grateful if you would complete and return this form. Once received, it will be separated from your application and the information you give will be kept confidential from the selection panel. The purpose of any future processing of this data will be to monitor the effectiveness of our Equal Opportunities Policy, in a manner that maintains anonymity.

1. How did you learn of the vacancy?

- The Guardian The Stage Arts Jobs
 Word of mouth Southwark Playhouse website
 Other (please specify) _____

2. What gender are you? Female Male

3. What is your ethnic origin?

Choose ONE section from A to E, and then tick the appropriate box to indicate your background.

- A ASIAN or ASIAN BRITISH
 Bangladeshi
 Indian
 Pakistani
 Any other Asian origin (please specify) _____
- B BLACK or BLACK BRITISH
 African
 Caribbean
 Any other Black origin (please specify) _____
- C CHINESE
 Chinese
 Any other Chinese origin (please specify) _____
- D MIXED HERITAGE
 Asian and white
 Black African and white
 Black Caribbean and white
 Any other mixed heritage (please specify) _____
- E WHITE
 British
 English
 Scottish
 Welsh
 Irish
 Any other white origin (please specify) _____

Do you have a disability? Yes No