

## Duty Manager

**Hours of Work:** Minimum 2 hour shifts, as needed. Weekend and evening availability are a must.

**Contract:** Self Employed / Contract for services.

**Pay:** £12 p/h.

**Responsible for:** Ushers, box office staff, security personnel and café bar assistants. Maintaining health and safety standards and security of the venue.

**Reporting to:** Artistic Director, Music Programmer

## Background

Poplar Union is a new community and arts space, situated in Poplar between the Limehouse Cut and Bartlett Park.

We want to be the creative heart and soul of Poplar, showcasing and nurturing the untapped creativity in our community and programming inspiring, life-enriching events and performances for a diverse audience.

Our goal: to empower, educate and bring people together, making Poplar Union a destination for all.

Poplar Union is an anti-racist and LGBTQIA+ lead organisation based in Tower Hamlets, and we strongly encourage applications from BAME, LGBTQIA+ and Tower Hamlets based individuals.

## Purpose of the Role

- To oversee and support the Front of House staff in the smooth running of Front of House operations during show times
- Be key members of the Poplar Union team, helping to liaise with companies using the space (stage managers, workshop leaders, etc.) as well as audiences visiting the venue
- To work with and supervise our pool of Front of House assistants and any security/door staff working on any events

## Principal Responsibilities

Specific responsibilities include, but are not limited to:

- Supervising the public before, during and after performances [in line with PU's covid-related safety measures]
- Representing Poplar Union to its audience and ensuring their comfort, enjoyment and safety
- Holding pre-show ushers briefing sessions, ensuring all FOH staff are well informed.
- Supervising all FOH staff when on duty
- Taking responsibility for the care and safety of all members of the public and all FOH staff who are on the premises during a shift



- Ensuring safe evacuation of the entire FOH area of the building (members of the public and staff) in the event of an emergency and liaising with emergency services
- Being familiar with the First Aid Procedures, fire alarm system and Emergency Evacuation Procedure (training will be provided) in order to take full responsibility and implement these systems while on duty
- To ensure that all Duty Manager Site Checks are performed pre- and post-shift
- Working with the FOH Manager and other team members to improve customer care for all patrons
- Paying attention to customer care for patrons with access needs and disabilities.
- Complying with and ensuring others comply with the venue's Health and Safety policy and other relevant policies
- Overseeing reconciliation of monies (for programmes and merchandise) at end of shift.
- Security of the FOH area of the building, including switching off lights and securing doors and fire exits at the end of the shift
- Writing detailed show reports at the end of the shift that record audience numbers and highlight any aspects, issues and action points and sending these to the relevant members of staff
- Attending team meetings and training sessions as appropriate
- Assisting the FOH Manager with the organisation of rotas for FOH staff and volunteers, ensuring correct levels of staffing, making sure they are working to maximum potential and allowing the efficient running of front of house
- Identifying poor performance and acting quickly to tackle the issues as well as recognising and acknowledging good performance
- Dealing with customer complaints quickly, confidently, effectively and appropriately
- Occasionally setting up basic technical equipment for events/hires including, but not limited to, projectors, microphones and basic sound equipment

## Person Specification

### Previous Experience

- Previous Duty Management or supervisory experience in a busy Front of House environment is essential

### Knowledge

- Working knowledge of box office systems and familiarity with theatre ticketing systems would be preferable, with knowledge of Spektrix highly desirable
- An interest in and knowledge of arts, culture, wellbeing and community is desirable

### Skills/Competencies

- Ability to take responsibility and make quick, informed operational decisions when required
- Ability to think quickly, prioritise and multi-task within a fast-paced environment
- Excellent customer service skills and a good sense of humour even under pressure
- Flexibility and the ability to adapt to changing circumstances
- Ability to engage confidently and pleasantly with a wide range of people
- Proven ability to manage and motivate a team
- Ability to work constructively with and support the Front of House Manager and other full-time staff
- Ability to handle money and accurately record sales
- Excellent attention to detail
- Excellent organisational skills
- Willingness to work evening, weekend and



- occasional Bank Holiday shifts
- First Aid qualifications desired, but not essential

### **Personal Qualities**

- Creative and engaged
- An enthusiastic team player
- Has a demonstrable commitment to engaging local communities with art, culture and wellbeing activities

To apply, please send a CV and covering letter to Beth at:  
[info@poplarunion.com](mailto:info@poplarunion.com).

Deadline to apply is 8am, Monday 21st June 2021.

Interviews will take place between 23<sup>rd</sup>-30<sup>th</sup> June [ideally in person, but potentially via Zoom if required], ready for a July start date.

