

Job Outline

Job Title:

Duty Manger

Basis:

Casual

Salary:

Grade 7

Base:

Y Muni

Accountable to:

Customer Experience Manager

Accountable for:

No direct line management although will supervise volunteers and Casual front of house staff as required

Your Role:

To act as Duty Manager, Event Supervisor and keyholder at Y Muni, leading and inspiring the team on shift to provide outstanding customer care and a first-class customer experience.

In this role, you will:

- Open and close the building as required, to suit the needs of the varied programmes of events and activities at Y Muni
- Need to duty manage the day-to-day activity and events at Y Muni, delivering a high standard of customer service to all customers, hirers and visiting companies.
- Supervise and support the Front of House Volunteer team and casual Customer Experience Assistants deploying them to deliver high quality audience experiences.
- Deliver a daily briefing and debrief, communicating essential shift information to the FOH team, as well as noting details and feedback to circulate in the daily event report and pass onto the relevant managers as necessary.
- Report on event-related issues and recommend improvements in customer service standards in liaison with the Customer Experience Manager.
- Respond to customer complaints and queries efficiently and professionally.
- Ensure that all health and safety precautions are in place and all safety critical reporting procedures are adhered to, including but not limited to fire safety, building security and first aid.
- Responsible for the accurate distribution, collation and reconciliation of floats, takings and any other monies associated with events and activities, following the relevant cash handing procedures and protocols for record keeping and banking processes, including reporting to finance, and recording for audits.
- Confidently offer information about accessibility services to customers and hirers.
- Complete accident reports accurately, logging any appropriate follow up that may be necessary for Customer Experience Manager.
- Liaise with other Awen departments to ensure the smooth running of performance and events.
- Prepare for events including the set-up, clear-down and supervise any catering attached to events.
- Supervise the bar operation during events ensuring a smooth service and a clean and well-maintained servery
- Assist with general housekeeping of the building including basic cleaning and reporting any defects via maintenance platforms.
- Act as a keyholder always ensuring security; ensure sage locking and opening of the building.
- Support the Customer Experience Manager with admin duties in preparation for events, and the retention of Volunteers.



General Duties and Responsibilities:

- Be responsible for your own safety and that of other staff and any member of the public who may be affected by your acts and omissions at work.
- Participate in any training and development activities to maintain own development or to enhance competence within job role.
- Uphold and integrate our purpose and value in all that you do.
- Ensure that activities are completed in accordance with Awen's commitment to equalities and diversity and in line with best practice and legislation.
- This is not a complete statement of all duties and responsibilities comprising this post, which may have to be varied to meet the changing needs of the business.

Person Specification

The Person (ESSENTIAL CRITERIA ARE INDICATED AS (E):

- Flexible and proactive approach and attitude (E)
- Solutions focused and able to concentrate on achieving priorities (E)
- Confident and professional with the ability to deal effectively with colleagues and the public (E)
- A commitment to providing excellent customer service (E)
- Interest and enthusiasm in theatres and arts (E)
- Responds positively to new opportunities and projects
- Contributes to the ethos of continuous improvement
- Demonstrates an understanding and commitment to Awen's purpose and values
- Innovative and creative thinker who enjoys supporting new developments and initiatives

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Qualifications, Skills, Abilities and Experience:

(ESSENTIAL CRITERIA ARE INDICATED AS (E):

- BTEC National Certificate or similar in relevant subject or ability to demonstrate competency through experience (E)
- Experience of working in a customer service frontline supervisory role (E)
- Ability to work on own initiative as well as a key member of a team (E)
- Ability to remain calm and focused under pressure (E)
- A methodical approach and attention to detail (E)
- Cash handling experience (E)
- Good time management and ability to follow instructions (E)
- Able to lift, move and carry loads/stock and other equipment/items as necessary (E)
- Good verbal and written communication skills (E)
- Personal licence holder or the ability to apply for a personal licence (E)
- Experience of working with and supervising volunteers.
- Knowledge and understanding of health and safety regulations for theatres and live events
- IOSH Managing safely qualification
- Formal ICT qualification or ability to demonstrate competence through experience.
- Ability to speak Welsh

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