



Job Description

DUTY MANAGER

Salary Level: Competitive

Hours: 0 Hours Contract

Responsible to: General Manager

General

Arlington Arts is a thriving arts and conference centre situated on the campus of Mary Hare School.

Our main mission is to support the various activities of Mary Hare, as well as providing funds for the charity to continue its work with deaf children and young people.

Performances by artists in the recent past include Stephen K Amos, Imran Yusuf, Thea Gilmore, Devon Sproule, The Blues Band, PP Arnold and Rev Peyton's Big Damn Band, and many more.

Recent conference clients include The Arts Society, West Berkshire Council, St John Ambulance and many others.

The Role

To work as a member of a small team in the delivery of live, conference, training and school events.

Main Duties and Responsibilities:

- Box Office administration, including cash handling
- To set up Front of House in different arrangements and layouts
- To lead the Front of House team for live events
- To work on the reception, answering queries in person and over the phone
- To keep all Front of House areas clean, tidy and presentable
- To be the main point of contact for clients/acts at the venue

| Person Specification | |
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| Education Attainment <ul style="list-style-type: none"> • General Secondary Education or equivalent • A good level of the English language | |
| Knowledge and Experience | |
| Essential | Desirable |
| <ul style="list-style-type: none"> • At least one year's experience in a customer facing role/environment | <ul style="list-style-type: none"> • Awareness of Safeguarding requirements and good practice within |

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| <ul style="list-style-type: none"> • Computer Literate • Ability to problem solve, think ahead and use initiative. | <ul style="list-style-type: none"> • an education setting • Experience working in live events/theatre setting • First Aid at Work |
| <p>Skills and Personal Qualities</p> <ul style="list-style-type: none"> • Excellent communication skills to enable effective dialogue with colleagues, staff, visitors and where applicable, students • Organised and self-motivated, with a proven record for meeting targets and deadlines • Able to perform well and remain professional whilst under pressure • Dedicated team-player, who strives for excellence and leads by example • Tactful and discreet, whilst mindful of observing Safeguarding and professional standards • Displays a smart and professional appearance, representing Arlington Arts and Mary Hare in a positive manner • Reliable and stable • Well-developed problem-solving skills • Enthusiastic, with an eagerness to learn new skills and a commitment to personal continuous development • High level of accuracy and attention to detail • Self-motivated and able to work alone without direction • Adaptable and flexible with working patterns including availability for evenings, weekends and public holidays • Committed to contributing toward the School community • Practical and constructional • Reasonable physical fitness | |
| <p>Essential Values, Behaviours and Attitudes</p> <p>All employees are expected to actively promote and demonstrate the six core values of the School:</p> <ul style="list-style-type: none"> • Learners First • Community is Key • Integrity & Respect • Empower & Energise Others • Being Accountable • Excellence | |

The School reserves the right to vary or amend the duties and responsibilities of the post holder at any time according to the needs of the School's business.

In exceptional circumstances, the post holder will be required to undertake other duties and responsibilities of a similar post in order to support workload peaks, skill shortages, to ensure priorities are met. This will be sensitive to available resources and individual skills and will be generally in the same area.



The School is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment.

All employees should take reasonable care for their own Health & Safety and that of others who may be affected by what they do or do not do. Staff should correctly use work items provided by the School, including personal protective equipment in accordance with training and instruction.