



Job Description

DUTY MANAGER

General

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

We exist both to help fund and support the various activities of Mary Hare, allowing the charity to continue its vital work with deaf children and young people, and also to provide a high-quality cultural and community resource for the people of Newbury, West Berkshire and beyond.

We programme a strong mix of professional artists, musicians, bands, comedians and theatre companies all year round, and also play host to a large number of local community groups, dance schools, meetings, lectures and training sessions for a very diverse range of clients across our various spaces. We are a valued part of the creative community within Newbury, and strive for a reputation of excellence, quality and customer service.

The role reports in the first instance to the Front of House Co-ordinator for scheduling purposes, and thereafter to the Director of Arlington Arts

The Role

To be responsible for the smooth running of events and performances at any time of the day, but especially during evenings and weekends. To manage a small team of bar staff and volunteer stewards to ensure that all audiences, artists, students, groups, visitors and users of the venue in whatever capacity receive the best possible experience and the highest standards of customer care.

Hours

This is a casual role with no fixed or guaranteed hours. Shifts will vary from week to week.

Hourly Rate: £13 per hour

Hours: Zero Hours Contract

Responsible to: Director

Main Duties and Responsibilities:

- Box Office administration, selling tickets using our Ticketsolve box office system and handling cash and card payments
- To set up Front of House for different kinds of event
- To lead the Front of House team for live events
- To set up all aspects of the bar operation prior to performances, and to help with bar work and/or serving of hot and cold drinks as required by the needs of the event
- To work on the front 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
- To cash up and record all takings on the appropriate systems at the end of each event
- To liaise with technical staff to ensure good communication and the smooth running of all performances

- To be responsible for the health and safety of audiences and members of the public, and the security of all users of the venue at all times.
- In the event of a fire alarm, to ensure that everyone is safely, quickly and calmly evacuated from the building and to liaise with the emergency services as needed.

Person Specification	
Education Attainment	
<ul style="list-style-type: none"> • General Secondary Education or equivalent • A good command 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 • Computer Literate • Ability to problem solve, think ahead and use initiative. 	<ul style="list-style-type: none"> • Awareness of Safeguarding requirements and good practice within an education setting • Experience working in live events/theatre setting • First Aid at Work certificate
Skills and Personal Qualities	
<ul style="list-style-type: none"> • Excellent communication skills to enable effective dialogue with colleagues, staff, the public, visitors and where applicable, students and children • Organised and self-motivated, with a proven record for meeting targets and deadlines • Able to perform well and remain professional and calm under pressure • Dedicated team-player, who strives for excellence and leads by example • Committed to observing stringent Safeguarding standards appropriate to working within a school-based facility • A smart and professional appearance, representing Arlington Arts and Mary Hare in a positive manner • Reliable, honest and trustworthy • Literate and numerate, and accuracy with handling cash transactions • Well-developed problem-solving skills • Enthusiastic, with an eagerness to learn new skills and a commitment to continuous personal 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 • Practical, positive and solutions-focussed • Reasonable level of physical fitness 	

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.