

Duty Manager Job Description

Responsible to: Theatre Manager
Pullman St Pancras Duty Manager

Responsible for: Front of House and Box Office staff

Salary: £15.32 per hour, Zero Hours Agreement. Holidays paid out.

Benefits: Free meals available on duty

To act as Duty Manager for incoming events, delivering a consistently safe, efficient and high standard of service to clients whom have hired the space, and to audience members attending performances & conferences. This role will include some office work, assisting with administrative duties.

About The Shaw Theatre

The Shaw Theatre is a 446-seat theatre and rehearsal studio, located at the Pullman London St Pancras Hotel in Kings Cross. As a hire-only venue, we play host to a variety of diverse productions and events, such as international theatre companies, radio and podcast recordings, stand-up comedy, corporate product launches, dance competitions, and more.

Main Responsibilities

- Manage performances and hires occurring within the theatre
- Supervise the Front of House and Box Office staff, ensuring they provide excellent customer care and that all staff are fully briefed, trained and performing well in their roles
- Undertaking administrative duties such as box office sales and reporting, answering phone calls, issuing contracts and invoices
- Represent the Theatre Manager and their relevant legal duties
- Deputise for the Theatre Manager when necessary
- Maintain Accor/Pullman standards at all times
- Ensure the safe and legal use of the building at all times
- Evacuate the building calmly and efficiently, if required
- Maintain positive working relationships with all hotel departments
- Complete all Statutory training, including Fire, Health & Safety and Equality & Diversity online, according to deadlines set

Visiting Company liaison

- Welcome visiting company and briefing them on security, safety and the evacuation procedure
- Supervise visiting companies/producers and manage their requirements and queries
- Ensure production schedules are kept to, and any changes reported to Theatre Manager

- Ensure the venue is returned to standard upon departure

Front of House

- Oversee the running of Box Office if required
- Ensure any changes to production timings are communicated to relevant teams (ie Bar & Catering).
- Ensure all ushers are assigned roles
- Resolve any customer queries
- Ensure all staff are pro-actively engaged in the sales process, if applicable
- Receive merchandise commissions from visiting company when relevant

Housekeeping

- Ensure the front of house and auditorium is kept suitably presentable at all times
- Report any issues or damage to the relevant hotel department/s

Essential

- Previous Duty Management experience in an arts based venue
- Excellent customer service skills
- Excellent team leadership skills
- Excellent communication skills
- Strong numeracy and literacy skills
- Frequent daytime, evening & weekend availability (ideally two days a week)
- Eligibility to work in the UK

Desirable

- First Aid trained
- Health & Safety training
- Box Office experience (Line-Up desirable)
- Basic knowledge of lighting/sound equipment

Working hours

- Evenings, weekends and Bank Holiday duties as rostered, adopting a flexible approach to business requirements and hours (Minimum 4 hour call)

How to Apply

To apply, please email your CV and cover note detailing your relevant experience and general availability to Theatre Manager Charlotte Wallis - info@shaw-theatre.com

Deadline to Apply: 12pm, Friday 23 August 2024