## *Deputy House Manager*

**Job Description**

Post Title: Deputy House Manager

Hours: Hours: Permanent Full Time (42 hours per week, inclusive of breaks)

Salary: £18,500 per annum

Base: Norden Farm Centre for the Arts

Reporting to: House Manager

Box Office Manager

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| **Job Summary** |

The Deputy House Manager is a key role within Norden Farm. They ensure the smooth running of the venue and have special responsibility for running events including corporate and social functions, leading the catering team.

Duty Management responsibilities include the front of house operation, and set ups of spaces across the site for a range of activities from meetings to classes. Therefore a good level of fitness is required for the role.

This position carries considerable responsibility as the Duty Manager will regularly be left in charge of the building.

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| **Key Responsibilities** |

1. To ensure that all users of the Centre receive excellent customer service.
2. Management of Volunteers, including planning and delivering recruitment and retention activities, delivering regular communications and being the first point of contact.
3. Line management of Bar and Duty Manager teams.
4. To deliver fast, efficient ticket sales to all customers on the Box Office.
5. To oversee programme and merchandise sales.
6. To support the Café Bar operation as needed.
7. To deputise for the Entertainments Licensee in her absence.

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| **Detailed Job Description** |

1. To deputise for the Licensee in her absence, ensuring strict compliance with all conditions of the Premises Licence.
2. To carry out regular fire safety checks and evacuation training sessions.
3. To supervise Box Office staff in the absence of the Box Office Manager.
4. To supervise Café Bar staff.
5. To be responsible for a float and any monies taken for the sale of programmes and merchandise.
6. To be responsible for cashing up tills.
7. To assist with the delivery of fast, efficient ticket sales from the Box Office.\*
8. To work on the Café Bar when required.
9. To assist the House Manager with the preparation and distribution of front of house rotas, ensuring that there is appropriate staffing cover at all times.
10. To ensure that the foyer and public areas of the building are kept clean and tidy at all times, monitoring the cleaning team as necessary.
11. To prepare the building for events the following day.
12. To be responsible for securing the building at the end of evening shifts, and for unlocking the building prior to daytime shifts.
13. To act in accordance with the Data Protection Act, and the Centre's Health and Safety Policy.
14. Any administrative and other duties as may be required as part of the Duty Manager function.

*\*Full training on Spektrix, our computerised ticketing system will be given.*

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| **Hours of Work** |

Full-time 42 hours per week. Flexibility towards working days/hours is essential and this role involves mostly evening and weekend shifts.

The Centre is open to the public seven days per week, Monday (10am – 5pm) Tuesday to Saturday from 9.30am – 11.00pm and Sunday 10.00am – 10.30pm.

Annual leave: 23 days per year plus bank holidays (equivalent number of days rather than actual bank holidays).