

Norden Farm Centre for the Arts



Duty Manager Job Description

Post Title:	Duty Manager
Hours:	Casual hours including regular evening and weekend work
Salary:	£8.91 p/hr
Base:	Norden Farm
Reporting to:	Chief Executive & Events and Operations Manager
Responsible for:	Volunteers

Job Summary

The Duty Manager is responsible for managing the building on a day to day basis. In particular overseeing the front of house operation and working with paid staff and volunteers.

Key Responsibilities

- To manage the day to day operation of the building
- To ensure that all users of The Farm receive excellent customer service
- To manage volunteers
- To welcome visitors to The Farm and provide information as required
- To support the Box Office
- To support FOH sales including catering and retail
- To deputise for the Entertainments Licensee in her absence

Detailed Job Description

1. Welcome visitors to The Farm including Audiences, Artists, Hirers, Market and Class Attenders
2. Provide show reports detailing activity and any issues arising
3. To manage the day to day running of the building
4. To deliver fast, efficient ticket sales from the Box Office*
5. To ensure that the foyer and public areas of the building are always kept clean and tidy
6. To manage print in the building, liaising with the marketing team
7. To re-set rooms on a daily basis. NB This includes moving furniture
8. To engage in other Front of House activity including working with Café Bar as required
9. To help with seasonal décor in the theatre foyer for school holidays and at Christmas
10. To deputise for the Licensee in her absence, ensuring strict compliance with all conditions of the building's Licence and undertaking regular duty management shifts
11. To undertake first aid training and act as one of the venue's nominated First Aiders
12. To carry out his/her duties with due regard to Norden Farm's Equal Opportunities Policy and Health and Safety Policy, and to act in accordance with the Data Protection Act
13. Any other duties as may be required as part of the House Manager function

**Training on Spektrix, our computerised ticketing system will be given.*

Hours of Work

Norden Farm is currently open to the public three days per week, owing to Covid restrictions. It is anticipated this will move to 5 days from September. However this may change. Most public holidays are part of the working time and are taken as TOIL.

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Duty Manager Person Specification

Essential

Candidates must be able to demonstrate:

- Experience of working in sales and / or merchandising / point of sale experience
- An understanding of high-quality customer service
- A good level of physical fitness (as lifting and moving furniture to re-set rooms is required on a regular basis)
- A good level of computer literacy (training on specific software programmes will be provided)
- A keen eye for detail
- Excellent communication skills, both written and verbal
- Ability to work unsupervised and as part of a team
- Excellent organisational skills
- A genuine interest in the arts

Desirable

- Duty management experience in a similar environment
- Experience of working in a Box Office, particularly operating Spektrix
- Own means of transport
- First Aid qualification

Norden Farm uses Spektrix for box office ticketing, and Microsoft Office for administrative purposes.

Benefits

- Complimentary tickets for performances and films, subject to availability and agent ticket policy
- Discount on meals and drinks in the Norden Farm Café Bar
- Free on site parking
- Stakeholder pension scheme