

## **Job Description**

### **Front of House Duty Manager, The Stoller Hall**

**Responsible To:** General Manager of The Stoller Hall

**Hours of work:** Flexible shift-based role

**Rate of pay:** £10.50 p/h

#### **CONTEXT:**

On April 21, 2017 The Stoller Hall will open its doors for its first public concert. The £8.7m concert hall, built within Chetham's School of Music in the centre of Manchester, will boast a 482-seat auditorium with a state-of-the-art acoustic perfect for a variety of artists and ensembles across many genres; for chamber orchestras, choirs, chamber music and recitals plus an adventurous programme of jazz, folk, pop, comedy and spoken word as well a range of conferences and events.

#### **PURPOSE:**

The Stoller Hall requires experienced Front of House Duty Managers to ensure the smooth running of a range of concerts and events. Leading a team of Stewards, they will oversee all operational matters during the hours the building is open to the public whilst providing the highest standards of customer service.

#### **KEY RESPONSIBILITIES:**

1. Develop an excellent working knowledge of The Stoller Hall and its public programme;
2. Using event information, ensure the Front of House spaces are prepared according to show/event requirements;
3. Supervise a team of Front of House Stewards and deliver briefings to the Stewarding team in advance of the performance or event start;
4. Ensure all customer needs are attended to before, during and after performances and events;
5. Assist with the access needs of customers as required;
6. Implement and ensure compliance with all Health & Safety and legislative policies and procedures and with Chetham's policies, standards and procedures;
7. Direct the Stewarding team and other event staff in the safe evacuation of members of the public in an emergency situation;
8. If appropriate, administer First Aid and/or call emergency services as required;
9. Write brief show reports following events;

10. Field customer complaints and feedback, recording or disseminating as required;
11. Manage cash/floats used for programme sales and merchandise;
12. Liaise with bar/catering staff regarding any relevant show information;
13. Any other duties as required.

### **GENERAL RESPONSIBILITIES**

1. Promote Chetham's in a positive and professional manner at all times;
2. Display a flexible "can do" approach which will enhance Chetham's wider reputation;
3. Operate in accordance with Chetham's policies and procedures including, in particular, Chetham's Child Protection and Safeguarding Children Policy Statements (see separate document);
4. Undertake any training necessary to meet the requirements of the post;
5. Adopt a flexible approach to working hours as required by the business;
6. Undertake any other duties, relevant to the post holder's skills, which may, from time to time be deemed necessary;
7. Be open to new ideas, understand the need for change and be willing to adapt;
8. Be aware of the issues of equality and diversity, understand and be sensitive to cultural differences;
9. Be responsible for his/her personal presentation, health and physical fitness;
10. Maintain a high level of attendance;
11. Take all possible steps to ensure a safe working environment for self and other.

### **PERSON SPECIFICATION: DUTY MANAGER, THE STOLLER HALL**

#### **Essential**

1. At least two years' experience in a Front of House role;
2. Management, supervisory or team leadership experience;
3. Knowledge of statutory Health & Safety Regulations and awareness of changing industry practices;
4. Demonstrable customer service skills and the ability to communicate effectively with general public of all ages and backgrounds;
5. Calm, professional attitude at all times, especially when dealing with customer complaints or incidents;
6. Strong interpersonal and communication skills;
7. Total commitment to quality in every aspect of the role;
8. Highly organised and motivated, a real team player – work collaboratively with colleagues across organisation and with key external players;
9. Willingness and ability to work unsocial/weekend hours as required.

#### **Desirable**

10. Experience working in a variety of event / production sectors (classical, rock/pop, conferencing etc.);
11. Good understanding of and enthusiasm for music performance across all genres;
12. Accredited First Aid qualification.

**CHILD PROTECTION AND SAFEGUARDING CHILDREN**

The post holder will be required to obtain clearance via Chetham’s from the Disclosure and Barring Service and in addition to comply with the specific requirements of Chetham’s in relation to child protection and safeguarding.

The post holder’s responsibility for promoting and safeguarding the welfare of children and young persons for whom s/he is responsible, or with whom s/he comes into contact, will be to adhere to and ensure compliance with Chetham’s Child Protection and Safeguarding Policy Statements (available at [www.chethams.com](http://www.chethams.com)) at all times. If, in the course of carrying out the duties of the post, the post-holder becomes aware of any actual or potential risks to the safety or welfare of children in Chetham’s, s/he must report any concerns to Chetham’s Child Protection Officer or to the Head (as appropriate).

This Policy and Procedure is in line with national directives and must be adhered to by all staff. Chetham’s is committed to the development of good practice and sound procedures. We will always endeavour to fulfil our duty to challenge or intervene in order to protect all students at Chetham's. Concerns and referrals will be handled in a sensitive and professional manner which will support the needs of students and staff. Chetham’s recognises the contribution it can make to protect and support students.

I agree that I have read and understood the attached job description.

Employee’s name .....

Employee’s signature .....

Date .....