

**JOB DESCRIPTION**

| **Job Title:**  Duty Manager | **Status:** Part-time (8.5H minimum / week) |
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| **Reports to:**  Venue Manager | **Last revised:** August 2024 |

**PRINCIPAL AIMS OF THE POST**

* Be responsible for the day to day operations of the CCA in line with the needs of Programming, Events, Marketing, Production and Hospitality.
* Ensure a high level of customer service is achieved for all visitors, clients and building users.
* Maintain the security of the building and act upon health and safety issues throughout the building.

PRINCIPAL DUTIES

This job description describes the nature of the main duties as they currently exist but is not intended to be all-inclusive. The post holder is expected to work flexibly and respond positively to changing business needs.

1. Take a lead in ensuring Front of House operations meet the needs of the programme and other events, communication is effective and the Centre runs smoothly. This will include:

* Being the main point of contact for artists or clients on the day of events
* Liaising with relevant colleagues regarding space usage and staffing
* Setting up rooms for events (including furniture, cloakroom, technical equipment, etc.)
* Working with our bar and catering staff to meet client requirements
* Inducting new staff, interns, partners and artists working within the building to the CCA and its operations.
* Inducting partner programme FOH volunteers working within the building to CCA and the volunteers responsibilities and remit with regard health and safety.
* Taking responsibility for artists in residence, ensuring their comfort and security during their stay and time working within the building
* Taking ownership of the use of our Artist Flat: looking after housekeeping and laundry for residents, providing inductions to residents on arrival, answering enquires about the CCA and the city and more

2. Ensure the efficient and effective day to day operation of the Tickets and Information and Front of House operations. Duty Managers are expected to:

* Understand the aims and objectives of the CCA and communicate them clearly to staff and visitors
* Maintain a high level of knowledge of the programming and operational activities and be able to identify problems and solutions
* Liaise with Venue Manager to prepare for Operations Meetings wherein building and event issues are discussed and resolved
* Provide day to day supervision of Sales and Information assistants, Front of House staff and Cleaning staff.
* Ensure that standards of customer care are communicated and delivered
* Handle any customer problems or complaints efficiently and in line with CCA’s standards of customer care
* Cover Box Office and Front of House breaks

Duty Managers are responsible for ensuring that the Sales and Information Assistants adhere to the organization’s financial and commercial procedures. All staff are expected to work in line the CCA Staff Handbook

3. Working with Front of House and Box Office staff gather and provide information as required by colleagues. This will include

* Building, event and exhibition attendance
* Environmental conditions
* Feedback on the coordination of space, staffing and technical needs
* Audience and customer research

Duty managers are expected to pass on staff, visitor and partner feedback and comments to relevant members of staff.

4. As a key holder, Duty Managers have responsibility for:

* Opening the building and controlling access as required
* Securing the building each evening
* Opening and closing of the gallery spaces
* Opening and closing of catering areas
* Allowing access to electricity and gas meters when required
* Issuing and returning individual room keys to staff
* Efficiently use CCTV for purposes of building security.
* Appropriate licensing requirements are met at all times

1. Take responsibility for building security and health and safety to ensure:

* All staff and building users are safe and secure within the Centre
* Ensure access for all contractors and trades people as appropriate and communicate all relevant information as required.
* The CCA’s Health Safety is adhered to at all times
* Building access is controlled
* Our CCTV and door entry systems are monitored and utilized effectively
* Our security and fire alarm systems are monitored and utilized efficiently

The Duty Manager takes the lead in the event of an evacuation and should be the first person to liaise with police or fire brigade in event of any security or fire violation when the building is open.

1. High standards of cleanliness, presentation and display in all public, staff and backstage areas should be continually met. Working with the Venue Manager and Building Manager, Duty Managers are expected to:

* Supervise and direct the activities of the cleaning staff
* Record and assist the activities of facilities contractors
* Undertake additional cleaning as required
* Undertake minor repairs and facility maintenance when requested

1. Assist the Venue Manager as required on any other appropriate initiatives.



**PERSON SPECIFICATION: DUTY MANAGER**

|  | | **ESSENTIAL (E)/ DESIRABLE (D)** |
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| Good understanding of the CCA and a strong interest in supporting its aims and objectives | | E |
| Knowledge of front of house and operational issues within a public building | | E |
| Experience working on or organising public, corporate or artistic events | | D |
| Experience in a front of house and/or other customer service role within an arts environment | | E |
| Experience of working within a busy visitor orientated environment such as a theatre, art gallery or concert venue | | D |
| Good understanding of health and safety matters in a public building. | | D |
| Experience of supervising staff or team leadership | | D |
| Excellent communication skills (both oral and written), with the ability to communicate with a wide and diverse range of stakeholders including visitors, staff, clients and artists | | E |
| Ability to work well with internal and external colleagues, collaboratively and in a team-oriented way | | E |
| Be able to follow and deliver event requirements including assisting with furniture, catering and technical needs. | | E |
| Possess a high attention to detail and a proactive and responsible approach when identifying and resolving problems | | E |
| Ability to undertake facility maintenance and carry out minor repairs responsibly | | D |
| Ability to work flexibly with minimum supervision in the evenings and at weekends | | E |
| Ability to use computerised systems (word-processing, database, and spreadsheet), with good keyboard skills | | E |
| Experience of compiling staff rotas and scheduling breaks for a team during busy work periods | | D |
| Experience of cash handling and working with ticketing systems. | | D |
| Be able to handle complaints and difficult situations calmly and sensitively | | E |
| Experience of utilizing CCTV and other security controls to ensure building safety | | D |
| Experience of acting as a keyholder for a building of work and performing routine security patrols. | | D |
| Ability to undertake varied cleaning and housekeeping tasks as required. | | E |
| Understanding of manual handling and lifting recommendations. | | D |
| Holds a first aid qualification | | D |
| Ability to efficiently manage a heavy workload and prioritise as appropriate to meet targets and deadlines | E | |
| An interest and enthusiasm for the arts in general and knowledge of the arts in Glasgow. | D | |
| An understanding of and commitment to making the arts accessible to all. | E | |
| Commitment to continuous improvement in all areas of building operations and staff development. | E | |
| Commitment to high standards of customer care. | E | |