



ROLE: Duty Manager(s)
RESPONSIBLE TO: Executive Director
COLLABORATING WITH: Volunteer Front of House Manager
LINE MANAGING: Volunteer Stewards
SALARY: £10.55ph

HOURS:

75mins before show goes up and 60mins after show comes down

CONTRACT:

Flexible working contract. Minimum 500 hours over an 11-month period (Sept-July) to be covered by duty manager(s).

NOTICE PERIOD: 2 calendar months

About The Questors

The Questors is Ealing's Theatre. We have two auditoriums – The Judi Dench Playhouse and The Studio – plus a bar, café, three rehearsal rooms, a set-building workshop, and wardrobe and props departments.

We're one of the largest community theatres in Europe, with a membership of around 1,200 people, of whom around 600 are actively involved in our productions. We produce and perform 18 plays per year, host a range of visiting theatre companies, and deliver a variety of one-off and special events.

Our Adult Training offers everything from short four-week courses to university level one-year acting course for people intending to pursue an acting career. We also have a thriving youth theatre attended by 500 children and young people every week.

PURPOSE OF JOB

- To confidently supervise the operations of the Front of House team during any visiting company performance in the Studio and Judi Dench Playhouse
- To supervise the front of house operations for Questors in-house Studio productions
- To deliver front of house training to Questors members
- To deliver exceptional customer service
- To adhere to all current licensing and health and safety policies
- To keep documentation updated
- To act as the first port of call for customer enquiries

DUTIES AND TASKS

Health and Safety

- To take responsibility for the entire site once on duty
- To make all decisions with regards to the site and the safety of its occupants
- To liaise with emergency services as necessary
- To take a lead role in the managing of incidents and emergencies whilst on duty, recording details in the Duty Manager's log-book/ accident report book
- To be aware of occupants in the Judi Dench Playhouse, the Studio, the workshop, wardrobe, box office, Grapevine bar, rehearsal rooms and offices
- To take responsibility for the calm and efficient evacuation of the entire venue in the event of an emergency



Pre-show

- To liaise with Box Office re the house, including information about disabled patrons, house seat specifications and latecomers
- To carry out pre-performance safety checks of the building and immediately action any areas of concern
- To ensure compliance with the prescribed Duty Manager pre-show checklist
- To liaise with SM/DSM on each visiting company production and advise on evacuation procedures
- To undertake and record all regular compliance checks as per the Duty Manager (DM) log-book
- To be aware of past entries in the DM log-book-in relation to previous performances of the same show
- To take the lead role to ensure all productions have 'isolated' in time before each performance
- To ensure all performance and public spaces are presentable and safe
- To liaise with technical and production staff as necessary to co-ordinate the smooth delivery of every performance
- To allocate pre- show tasks to volunteer Stewards including: selling programmes, merchandise, assisting stage management and checking tickets

Post-show

- To complete the post show DM log-book
- To undertake the cashing up of all front of house floats and ensure posting of said sums in the safe as well as returning the programme float to Box Office
- To allocate post-show tasks to volunteer Stewards including: handing out exit flyers and Playhouse/ Studio clean-up
- To lock-up as necessary

General

- To ensure the public areas are presentable and welcoming at all times
- To ensure all Front of House print, programmes, displays and merchandise are kept tidy and well stocked
- To accurately record volunteer front of house staff attendance
- To supervise and motivate volunteer Stewards, ensuring they are helpful and knowledgeable when answering any enquiries
- To make all duty management pre/ interval and post-show announcements or delegate as necessary
- To confidently supervise allocation of house doors plus interval and evacuation procedures as necessary
- To accommodate latecomers, if the show permits, in a manner that minimizes the effect to those already seated
- To ensure the safe keeping of Front of House keys
- To support the box office, café and Grapevine bar in the smooth delivery of all internal and external events at The Questors Theatre
- To always act in the best interest of The Questors Theatre
- To actively keep up to date with the artistic programme
- To deliver evening and daytime training to front of house volunteers
- Any other duties as may reasonably be required



PERSON SPECIFICATION

Essential Experience and Attributes

- An active interest in the arts'
- Excellent organizational skills and ability to multi-task
- A proven ability to take responsibility and exercising initiative, whilst also enjoying being a team member
- Experience of motivating a team of volunteers
- A calm, polite and efficient manner especially when dealing with the public
- Strong communications skills
- Commitment to high levels of customer service
- Proven ability in cash handling

Desirable Experience and Attributes

- Experience of working in an arts venue
- Experience of duty managing
- Valid first aid qualification
- DBS checked