

House Manager

Job description:

Responsible to:	Centre Manager
Hours:	28 hours per week, comprising approx. 3 x evening Duty Manager shifts and 1 x day of admin – Duty Manager shifts vary according to events schedule
Place of work:	Ropetackle Arts Centre
Salary:	£24,000 per annum, pro-rata
Holidays:	21 days per annum plus statutory bank holidays (pro rata)

Main purpose of role:

An exciting opportunity to join the team at Adur's vibrant, award-winning arts venue. The House Manager is responsible for leading our team of freelance Duty Managers, including scheduling, training, and management, and for supporting the Centre Manager in maintaining an enjoyable and safe experience for all users and visitors.

The House Manager will be personable, organised, and reliable, committing to around three Duty Manager shifts per week (frequently evenings and weekends). Shifts will vary according to the season, with autumn and winter busier than summer.

Opened in 2007, Ropetackle has established itself as one of the most successful performing arts venues in the South East, welcoming audiences of over 40,000 per year. Ropetackle is a unique community run organisation with a small team of employees and a dedicated team of 80 volunteers.

Main responsibilities:

Scheduling and management of freelance Duty Managers:

- Issue a monthly Duty Manager rota to provide suitable cover for all public events
- Find Duty Manager cover in cases of absence/sickness (or inform the Centre Manager in any exceptionally rare cases when cover cannot be obtained)
- Issue event-specific information to the Duty Managers and be a source of advice and support when required
- Issue updates to the Duty Managers of general venue news and procedural changes
- Provide/arrange Duty Manager training as required, including through the provision and updating of a written manual
- Obtain reports from the Duty Managers of issues, and follow these up as required
- Assist with recruiting new Duty Managers
- Manage the performance of the Duty Managers to ensure they are following correct and consistent procedures

Supporting the Centre Manager in maintaining an enjoyable and safe experience for all visitors:

- Arrange artist riders and accommodation as necessary within agreed budgets

- Acquire missing advance information from visiting companies and disseminate to relevant colleagues in a timely manner
- Arrange and deliver emergency evacuation training for all venue staff, freelancers and volunteers
- Log feedback from artists, audiences and volunteers, and suggest changes to venue processes where possible to resolve issues
- Write draft responses to complaints when appropriate
- Review, update, replenish and store event-related paperwork

Acting as Duty Manager at events:

- Leading the front of house operation during events
- Being a keyholder, required to unlock/secure the building at the beginning and/or end of each shift
- Supervising volunteer stewards and bar staff
- Undertaking the safe evacuation of the building during any fire alarm activations
- Monitoring and maintaining the security of the building and safety of the public
- Monitoring the general cleanliness and tidiness of the public areas within the building
- Liaising with visiting artists and agents and facilitating riders
- Distributing floats and cashing up the bar and box office
- Providing an event report at the end of each shift
- Abiding by Ropetackle policies and procedures, especially regarding health and safety
- Other duties as may from time to time be reasonably required, e.g. serving on the bar, selling tickets

General:

- Assisting with the general management of the Centre by contributing to overall profitability and best practice
- Assisting with general administration
- Assisting with box office, including selling tickets and operating the ticketing system Ticketsolve

The post-holder will be expected to work flexibly, including evening and weekend work.

The job description may be amended and adapted to account for changing circumstances.

Personal specification:

Essential

- Previous experience in front of house and event duty management
- Strong interpersonal skills and communication skills
- Exceptional organisational and time management skills
- Able to balance multiple priorities in a fast paced environment
- Strong attention to detail
- A positive 'can do' approach
- An understanding of high quality customer service

- Reliable and willing to work flexible hours
- Able to work under pressure and adapt to changing situations
- Efficient with a good sense of initiative

Desirable

- Strong IT skills including Microsoft Office and Google Suite
- An understanding of working with volunteers
- Own means of transport (for getting home after late shifts)
- First Aid qualification
- Experience of working behind a bar
- Supervisory or management experience of paid or voluntary staff
- Enthusiasm for working in the arts

How to apply:

Please send your CV and a cover letter outlining how you meet the requirements of this role to:
centremanager@ropetacklecentre.co.uk

The closing date for applications is: **5pm, Monday 15 August**