**Front of House – Duty Manager  
(Perth Concert Hall & Perth Theatre)**

**Background**

Horsecross Arts is the creative organisation and charity that runs Perth Concert Hall and Perth Theatre.

We’re here to create a buzz; to inspire, entertain, surprise and delight. When you join Horsecross Arts, you’re not just turning up for work; you’re buying into an organisation that wants to be the best. Perth Concert Hall and Perth Theatre are both great buildings, but it’s the people that make them really special.

**Purpose**

To take overall responsibility for Front of House operations during events, including: ensuring high standards of customer care are maintained at all times, acting as a first-line response to any problems or complaints, responding to health and safety issues, leading a team of Front of House Assistants, and overseeing any evacuation that may be required. This role will act as the Senior Staff Member on duty during events in the absence of the Front of House Manager.

**Organisational Relationships**

You will report to the Front of House Manager and be responsible for a team of Front of House Assistants while on duty.

**Base**

You will be based at Perth Concert Hall and Perth Theatre, but may also be required to work Horsecross events at other external venues. This position will also involve working daytimes, evenings, and weekends as needed.

**Key Duties and Responsibilities:**

* Represent Horsecross Arts with professionalism and enthusiasm, creating a friendly and welcoming atmosphere while ensuring the highest standard of customer care for all visitors and audience members.
* Work alongside colleagues from other departments to ensure the smooth running of both public and private events.
* Manage the Front of House team during events, with responsibility as the senior staff member when the Front of House Manager is off duty.
* Ensure the Front of House team are correctly equipped, informed, and prepared to carry out their duties for each event.
* Preparation and distribution of floats and stock to the Front of House team. Cash up and reconciliation of takings, recording income using spreadsheets and Xero financial software.
* Liaise with visiting artists/companies to confirm event information, including agreeing timings, commission on merchandise, and photo and latecomers policies.
* Positively and proactively respond to customer needs and enquiries, including resolving and responding to customer complaints, involving the Front of House Manager where appropriate.
* Work alongside the Box Office team to prepare seating plans, co-ordinate visits from schools/large groups, and resolve seating issues using basic knowledge of Spektrix software.
* Liaise with Creative Directors and Marketing team to upsell merchandise and programmes, tracking sales and stock.
* Liaise with Marketing colleagues to ensure promotional materials on display are well maintained and up to date, with staff aware of the latest promotions.
* Co-ordinate and conduct backstage tours.

**Health & Safety**

* Carry out risk assessments and complete show reports for each event.
* Undertake Front of House pre-event checks, ensuring all public areas are maintained to a high standard in terms of cleanliness and compliance with health and safety.
* Overall responsibility for the safety of staff and patrons in the building, including handling first aid incidents and leading evacuation of public and staff from the venue.
* Personal license holder duties, ensuring staff and visitors comply with the conditions of the Premises License.
* Shared responsibility for maintaining the Front of House/Box Office First Aid boxes.

**Supervision and Training**

* Assist with recruitment, induction, and training of Front of House Assistants.
* Assist with the development and delivery of refresher training to existing staff.
* Assist with creation of monthly Front of House rotas.
* Undertake personal training and development.

**Accessibility**

* Co-ordinate and deliver access services such as audio description, touch tours, BSL interpretation, and wheelchair access.
* Check enhanced hearing and induction loop systems are functional before each performance, and associated equipment is maintained for use by patrons.
* Ensure Front of House Assistants are aware of accessibility issues and can confidently assist visitors and audience members.

**Responsibilities of All Staff**

* To represent the company values.
* To be aware of the work of other departments in the achievement of Horsecross’ aims.
* To take an active part in communicating and co-operating with other staff and departments.
* To follow guidelines, procedures and policies provided by the company in relation to financial management and personnel records.
* To work in accordance with the Equal Opportunities policy of Horsecross.
* To be aware of, and comply with, rules and legislation pertaining to Health & Safety at work.
* To take an active part in achieving high standards of customer and client care.
* To be GDPR compliant.

**Person Specification**

**Essential**

* Experience of managing a team of staff within a customer facing environment
* Strong interpersonal and communication skills
* Ability to work calmly under pressure in a busy environment
* Excellent organisational skills
* Cash handling experience
* Flexible and proactive approach to work
* First-rate customer care skills and an understanding of customers’ needs

**Desirable**

* Genuine enthusiasm for and interest in the arts
* Experience working in a performing arts/conference venue
* Good computer skills, particularly in Microsoft Excel
* First Aid at Work certificate – or willingness to work towards
* Personal License Holder – or willingness to work towards

**Due to the nature of the post, the successful candidate may need to undergo a Disclosure check.**

**Terms & Conditions:**

**Salary**

* Salary £18,779 p.a (pro rata)
* Annual salary will be paid in 12 monthly instalments. You will be paid monthly by bank credit transfer on the last working day of the month.
* No paid overtime or infringements are payable.
* Your basic rate of pay will be reviewed annually on 1 April in line with BECTU rates
* Evening and weekend work is required.

**Hours of work**

* 720 hours per annum (pro rata for the first year of service) based on an average 60 hours per month. The year runs 1 April to 31 March. This will be reviewed each year.
* Hours must be worked, if required, up to maximum of 50 hours a week. Hours required in excess of 50 in any week are worked by mutual agreement.
* Any of the 720 annual hours not worked at the year-end will be carried forward to the new year and must be allocated within 4 months of the start of the new year.
* Hours worked in excess of 720 at the year-end will be carried forward to the New Year and must be taken as time off in lieu within the 4 months of the start of the New Year. Carried forward hours cannot increase the total hours in any year beyond the annual limit allowed within the Work Time Directives.

**Core Hours**

* Any 5 days from 7 Monday to Sunday
* Core working days cannot exceed 5 consecutive days without having a scheduled day off.
* Between 8am and midnight
* Up to 10 hours in any day
* Minimum 3.5 hours call. Resumption or continuation of a call after a meal break does not constitute a new call.

**Infringement Hours**

* Infringement hours mean that you are entitled to premium rates for working irregular, unsocial and long hours. Instead of paid overtime you will be entitled to hours at time and a half and double time allocated against your annual total.
* Hours between midnight and 8.00am are allocated at double time hours towards total annual hours.
* Hours on 6th consecutive working day in any 7 day period calculated from the last day off are allocated at time and a half hours towards annual hours.
* Hours on 7th consecutive working day in any 7 day period calculated from the last day off are allocated at double time hours towards total annual hours.
* Hours in excess of 10 in a day are allocated at time and a half hours towards annual hours.
* Hours on a fixed public holiday are allocated at single time extra hours towards annual hours plus a day off in lieu within 2 weeks.
* Hours on infringed overnight breaks are allocated at single time extra hours towards annual hours plus compensating rest within 3 weeks.
* Hours on missed meal breaks are allocated at time and a half hours towards annual hours.

**Holiday Entitlement**

* Up to 3 years’ service - 4 weeks holiday plus 6 days floating public holidays (pro rata for the first year of service)
* 3 years or more - 4 weeks and 2 days holiday plus 6 days floating public holidays
* 5 years or more- 5 weeks holiday plus 6 days floating public holidays

Based on full-time employment, pro rata for part-time employees.

**Public Holidays**

There are 4 nominated public holidays per year. Unless required for duty, you are entitled to the following public holidays (subject to annual revision: New Year’s Day and 2nd January and Christmas Day and Boxing Day. If you are required to work on a public holiday, then you will be entitled to an alternative day off in lieu.

In addition, you are entitled to 6 floating days which will be added to your annual holiday entitlement. All entitlement is based on full-time employment and will be reduced on a pro rata basis for part-time employees.

**Pension**

The Government has introduced a law which requires employers to enrol their workers into a workplace pension scheme automatically if they:

* Are not already in one
* Earn over £10,000 a year/£833 per month/£192 per week
* Are aged 22 or over, and
* Are under State Pension age

If you meet the requirements during your contract with Horsecross Arts, you will be auto enrolled into our qualifying scheme – NEST (Our Workplace Pension Scheme):

* You can choose to opt out of the scheme if you want to, but if you stay in you will have your own pension which you get when you retire
* Horsecross Arts Ltd and you pay into it every payday
* The government may also contribute through tax relief
* Your pension belongs to you, even if you leave us in the future

**Staff Benefits**

* Complimentary and discounted tickets for select Horsecross Arts concerts and events.
* Reduced rate on Live Active gym and leisure memberships.
* Discount on select meals from the Perth Theatre and Concert Hall café and restaurant.

**Closing date: Friday 29th November 2019**

**For Application packs & further information** on this role:

visit <https://www.horsecross.co.uk/job-vacancies>

email [recruitment@horsecross.co.uk](mailto:recruitment@horsecross.co.uk)