

Job title:	Duty Manager
Reports to:	Deputy Operations Manager
Responsible for:	Box Office Assistants, Front of House Assistants, Cafe Bar Assistants, Catering Team & Volunteers Whilst On Shift

1. Purpose of the Job:

The role of Duty Manager is important for the continued development of the operations team. The Duty Manager is responsible for the day to day running and customer service of Phoenix whilst on shift and is expected to provide casual cover for colleagues' annual leave and sickness.

You will lead by example ensuring that customers, users of the building and members of the public have an excellent experience. The role of Duty Manager is to be responsible for the centre's operational management and customer experience whilst on shift, including:

- Delivery of impeccable customer service and on shift management of all customer facing teams to ensure exceptional standards at all times.
- Compliance with health and safety policies and procedures, to ensure customers and staff alike are comfortable and safe.
- Ensuring all activities run smoothly and on time.
- Opening and closing the building whilst adhering to security policies.
- Maximising revenue through the box office, cafe bar and subsidiary sales.

2. Main Duties

Customer Experience

- On shift management of staff to ensure efficient running of the front of house, box office and bar.
- Tracking changes to rotas in order that timesheets, wages, lateness and sickness can be processed.
- Responsible for the safety and comfort of all staff, visitors, artists and members of the public in the building.
- Dealing quickly and efficiently with any situation that may arise.
- Pro-actively responding to customer comments and complaints.
- Complying with and enforcing all legal responsibilities and policies with regards to age related sales and Phoenix licences (including ensuring sufficient staff are on shift, refusal of sale, trading hours)
- Delivering and maintaining excellent standards of customer service at all times.
- Adhering to operational practices and procedures, including documentation and reporting.
- Ensuring a welcoming and clean environment for all visitors and staff to Phoenix.
- Understanding and operating building systems and presentation technology.

Health and Safety

- On shift responsibility for compliance with all health and safety legislation and procedures.
- Undertaking and documenting building checks, dealing with any immediate risks and reporting any issues that cannot be resolved.
- Organising and conducting calmly and effectively an evacuation of the building in the event of an emergency.
- Trained as a full First Aider to deliver first aid effectively and promptly if required.
- Following the escalation process in the event of an emergency incident.

Finance and Administration

- Ensuring that relevant financial policies and controls are applied, including security of money whilst on shift.
- Ensuring accurate accounting of all monies taken through the venue, reconciling these takings and preparing them for banking.
- Investigating and resolving any discrepancies in banking immediately.
- Attending departmental and organisational meetings.
- Undertaking additional training as required.

Phoenix

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REQUIREMENTS	ESSENTIAL	DESIRABLE
Qualifications & Training	<ul style="list-style-type: none"> GCSE Maths and English or equivalent 	<ul style="list-style-type: none"> First Aid at Work Training in: managing people, customer service, risk assessments, fire management
Experience & Achievement	<ul style="list-style-type: none"> Experience of supervising a team in the delivery of an excellent customer experience Proven cash handling responsibility or experience 	<ul style="list-style-type: none"> Duty Management and/or key holding responsibility in a building open to the public Previous cafe bar and/or box office experience Ability in running the delivery of events
Specific Skills & Knowledge	<ul style="list-style-type: none"> An excellent manner with the general public Excellent team working skills A thorough understanding of customer care Knowledge and understanding of how marketing contributes to a customer service team and how to uphold a brand through service Excellent planning and organisation skills Great awareness and ability to recognise and resolve hazards or issues ICT skills in Microsoft Office Good numeracy skills 	<ul style="list-style-type: none"> A wider appreciation of the arts within the context of Leicester A working knowledge of databases An understanding of risk assessments and managing risks
Motivation & Personal Communication	<ul style="list-style-type: none"> Personal initiative and judgement in problem-solving Excellent personal time management and prioritisation Good interpersonal and written communication skills and an ability to interact clearly and confidently with a diverse range of people An interest in film and media and the ability to actively engage in discussion of these art forms 	<ul style="list-style-type: none"> A desire to continue developing with an aim for a career in arts management An interest in Phoenix's cultural programme
Other	<ul style="list-style-type: none"> Willingness to work flexible hours An understanding of and commitment to equal opportunities 	