

Dear Applicant,

We are seeking a part-time Duty Manager with expert customer service skills and previous duty management or high level supervisory experience. This post manages the day-to-day delivery of all activity within the venue, supporting and guiding the operational teams and managing the premises, whilst on shift.

The role as a Duty Manager is vital in ensuring the success of Phoenix. You are expected to operate with a high degree of autonomy in order to run the shift smoothly.

Phoenix hosts a variety of events and attracts a diverse audience for its popular programme of world cinema, digital arts, courses and community events in Leicester's Cultural Quarter. Our film programme shows the best films from around the world alongside the work of local film makers, as well as international theatre, ballet and music streamed live by satellite to Phoenix. Businesses and community organisations enjoy the contemporary environment for conferencing, training, networking and social events.

Engagement with our programme continues to grow, with over 187,000 people connecting last year and many more using the cafe bar which has become a hub for many who live and work in the city. 96% of our customers say they would recommend us.

Duty Manager

- **Wage:** £8.90 per hour
- **Hours:** Circa 15 hours per week. The shift patterns are rota'd on a fortnightly rolling pattern. It is likely that this role will be required to undertake a pattern of Sundays 09:00-16:15, and Thurs 16:00-23:45/Saturday 08:00-16:15 on rotation.

If you require further information or would like to ask any questions regarding the post, please speak to the current Assistant Operations Managers via operations.managers@phoenix.org.uk or 0116 242 2811

To apply for this post please complete an application form and equal opportunities monitoring form and return to jobs@phoenix.org.uk or

Administrative Officer
Phoenix
Phoenix Square
4 Midland Street
Leicester
LE1 1TG

All applications must be received by **Midnight Weds 20th September**. Interviews will be held on Tues 26th September.

Kind regards,

Ros Hill
Operations & Customer Service Manager