

JOB DESCRIPTION: DUTY MANAGER

Job title:	Duty Manager
Salary:	£15.00 per hour
Hours:	Approx. 7 – 15 hrs per week. Weekday evenings & weekends
Duration:	Ongoing
Reports to:	Bookings Manager

JOB OVERVIEW

We are looking to recruit a friendly and enthusiastic Duty Manager to oversee events and bookings outside of our usual opening hours. The Duty Manager will be responsible for managing all aspects of front of house during events and bookings, ensuring the safety and security of the building and its users. This includes being the main contact point for customers, managing the event staff team, and being responsible for all aspects of health and safety during the events.

ABOUT FRIENDS OF STRETFORD PUBLIC HALL

Friends of Stretford Public Hall is a charitable community benefit society, established in 2015 to save Stretford Public Hall and to restore the hall to a community venue. We are a co-operative with over 950 members. The hall is home to a wide variety of cultural events and activities, including a regular community cinema, a community choir, Stretford Children's Theatre, live music nights and arts and crafts activities. All the profits that we generate at our events are reinvested in the hall and its community activities.



HOURS OF WORK

The Duty Manager will mainly be expected to work outside of the hall's normal operating hours. This means:

- Weekday evenings, from 5pm to 11pm
- Saturdays and Sundays, daytime and evening (from 8am – 12am, midnight)
- Bank holidays, daytime and evening (from 8am – 12am, midnight)

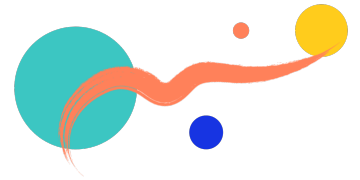
Occasional cover may also be required during normal operating hours (Monday – Friday, 8am – 5pm).

The role will involve working closely with the Hall's Bookings Manager, so occasional meetings or phone calls during normal working hours (Monday to Friday, 9am – 5pm) will also be required.

RESPONSIBILITIES

In taking on this role, you will be required to:

- To open and close the building as necessary, including checking all facilities (incl. lights, toilets, hot water, heating etc.) before, during and after the event.
- Ensure the safety and security of the building and everyone in it when on duty. This includes being familiar with the Fire and Health & Safety procedures for the building and enforce compliance with these as necessary when on duty.
- To ensure that room(s) / event(s) are set up to run as planned and to be available to adjust rooms as necessary during an event.
- Liaise with the organisers of the event and event participants to ensure the event runs smoothly and as planned with the Events and Bookings Manager.
- Manage all event staff during events, including bar and hospitality staff, reception staff and security staff.
- Oversee the operation of the hall's in-house café/bar, if being provided (including stock and wastage control), and/or liaise with external catering companies
- Overseeing management of finances of the hall's in-house café/bar including float management and reconciliation.
- Help maintain a high standard of presentation during all events (eg clearing rubbish, emptying bins, checking toilets etc)
- To ensure the building is used in a respectful manner and that other users of the building and the neighbours are always considered, and to manage events in line with the hall's licensing restrictions.



YOUR EXPERIENCE

Essential

- Relevant experience in a supervisory position in a similar arts/leisure/hospitality venue
- Experience of supervising, managing and motivating both teams and individuals
- Previous experience of systems and procedures for all operational areas of event delivery (eg using online sales software; online ticketing; cash handling procedures)
- A sound understanding of health and safety issues, and knowledge of good practice with regard to health and safety in a public venue

Desirable

- Interest and enthusiasm for working in an arts and cultural environment
- A commitment to Stretford Public Hall's ethos as a community-owned venue
- Understanding of licensing /relevant legislation relating to event management
- Personal license holder

YOUR KNOWLEDGE & SKILLS

- A positive, enthusiastic and flexible attitude towards customers and colleagues
- The ability to work collaboratively both internally and externally, with people at all levels
- A confident communicator with excellent people skills
- Good IT skills and a familiarity with software applications for word-processing, spreadsheets, databases, email and the Internet.
- Exceptional time management skills and the ability to prioritise and problem solve
- The ability to work under pressure whilst maintaining a calm approach towards customers
- Able to work unsupervised and under own initiative, adaptable to changes in service delivery (where required)

ADDITIONAL INFORMATION

For more information about this role, please contact Clare Kelly by email clare@stretfordpublichall.org.uk or on 0161 989 1689. To apply for the position, please send your CV to Clare, together with a cover email explaining why you would like the position: clare@stretfordpublichall.org.uk

The deadline for applications is **Wednesday 5th February 2025** and we are keen to appoint as soon as possible.

