

<b>Job Title</b>	Front of House Duty Manager
<b>Salary</b>	Hourly rate £12
<b>Status</b>	Casual Working Agreement
<b>Company description</b>	<p>Saffron Hall is a space designed to inspire through music and the arts, a space for professional, amateur and young performers and for audiences keen to enjoy the very best that the performing arts have to offer.</p> <p>The result of a progressive partnership between Saffron Walden County High School [SWCHS] and the Yellow Car Charitable Trust, Saffron Hall is a flexible state-of-the-art hall with equipment to match and exceptional adjustable acoustics. It opened at the end of November 2013 and provides a home for concerts and other arts events, both own-promotions and hires. The programme combines school and amateur events, performances with an extremely high standard of professional artists and ensembles of national and international stature and projects that maximise the educational and outreach opportunities provided by the siting of the Hall on the SWCHS campus.</p>
<b>Employer</b>	Saffron Hall Trust
<b>Place of work</b>	<p>Saffron Hall Saffron Walden County High School Audley End Road Saffron Walden CB11 4UH</p> <p>You will also be required on occasion to travel to community events in the Essex and East Anglian region.</p>
<b>Closing date and interview</b>	<p><b>Applications close:</b> TBC <b>Interviews:</b> TBC <b>How to apply:</b> send a CV and covering letter to <a href="mailto:info@saffronhall.com">info@saffronhall.com</a> (subject line Front of House Duty Manager)</p>
<b>Start date</b>	As soon as possible
<b>Hours of work</b>	Mainly working on Friday, Saturday and Sunday evenings, with some occasional shifts during weekdays if desired. All shifts will be booked with the successful candidate in advance by the Front of House Coordinator. All shifts will be a minimum four hour call and generally be between 5pm and midnight.
<b>Probationary period</b>	3 months
<b>DBS checking</b>	The appointment will be subject to an enhanced Disclosure and Barring Service check. Saffron Hall Trust is committed to safeguarding and promoting the welfare of children and young people, and expects all staff and volunteers to share this commitment.
<b>Reporting to</b>	Technical & Operations Manager, Saffron Hall Trust.
<b>Summary of role</b>	The Duty Manager is responsible, whilst on shift, for the smooth and efficient running of Saffron Hall's front of house operations as well as the identification and implementation of long term strategies for Front of House management development. They lead and develop the team of volunteer front of house staff, in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences, visitors and staff. Alongside the Box Office Supervisor, Bar

	<p>Manager and Technical &amp; Operations Manager, they take a lead role in maintaining excellent customer services.</p>
<p><b>Main Duties and Responsibilities</b></p>	<ul style="list-style-type: none"> <li>– To ensure the safety of our patrons at all time whilst on site, and coordinate emergency procedures alongside the Platform Manager, in line with Saffron Hall Trust’s Health and Safety policies and procedures.</li> <li>– To ensure a visible presence on site, and act as an ambassador for Saffron Hall Trust at all times.</li> <li>– To ensure the foyer and auditorium are set up as required and to monitor the cleanliness of spaces frequented by our patrons; and to ensure all areas are left in a satisfactory condition following each event.</li> <li>– To assign the roles for the volunteers for each event.</li> <li>– To present safety and event briefing to Front of House teams, including volunteers, for each event.</li> <li>– To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with tactfully.</li> <li>– To complete and distribute an electronic show report at the end of each shift.</li> <li>– To hold an up to date First Aid at work qualification and to make themselves available for additional training as required.</li> <li>– To maintain the secure and accurate handling of all monies in keeping with the hall’s financial regulations.</li> <li>– To oversee the selling of programmes and merchandise.</li> <li>– To have an understanding of the Trust’s wider operations and how the Front of House team fit within the structure.</li> <li>– To adopt a responsible attitude towards the proper use, care and security of the premises and property belonging to, or the responsibility of, Saffron Hall Trust.</li> <li>– Undertake any other reasonable duties as required by the Technical &amp; Operations Manager.</li> </ul>
<p><b>Person Specification</b></p>	<p>Candidates should have previous experience of managing teams of both paid staff and volunteers, with the ability to take direction and work as a team member themselves. Candidates should have experience in customer service/customer facing management roles; coordinating evacuations; conflict resolution; and handling conflicting priorities. Experience within an arts organisation is desirable.</p> <p>Candidates should have excellent communication skills, both verbal and written, and should be IT literate with regular access to email.</p> <p>The ability to work calmly in stressful situations is essential, as is a professional and respectful manner. They should be receptive to, and contribute to, new ideas and approaches.</p> <p>An interest and knowledge of the arts and/or education is desirable.</p>