

Duty Venue Manager Role Description

Key Information

Job Title:	Duty Venue Manager
Responsible to:	General Manager, Deputy General Manager
Salary:	£15.50 per hour
Contract:	Casual
Holidays:	Accrued an enhanced rate of 14.22% of hours worked
Pension:	Park Theatre operates a company pension scheme with 3% company contribution, available to all staff
Notice Period:	Two Weeks
Other Benefits:	Complimentary tickets to Park Theatre shows (subject to availability) Discount at Park Pizza Family friendly policies Access to training & support for professional development Employee Support Scheme, including complimentary flu vaccinations

PARK THEATRE

About Us

Park Theatre is a neighbourhood theatre with a global ambition. In everything we do, we aim to be warm and inclusive; a safe space in which to work, create and visit. Born out of CEO / Founding Artistic Director Jez Bond's desire to create a new theatre in a part of London which held the possibility of significant impact in the local community, as well as within the wider theatre industry. Our mission is to give people access to intimate, honest theatre that entertains and provokes; to nurture creativity and host some of the biggest names of stage and screen; and to welcome everyone in.

We work with creatives of the highest quality to present compelling, exciting, and beautifully told stories across our two intimate spaces. Our programme encompasses a broad range of work from classics to revivals with a healthy dose of new writing, producing in-house as well as working in partnership with emerging and established producers from both the commercial and subsidised sectors. On stage, Park Theatre is a place where audiences can see the finest talent of today alongside the stars of tomorrow.

Within the industry, we aim to be a creative home from home for actors, writers, directors, and producers; we offer our spaces as a platform for development, rehearsed readings or sharings of new projects, with the aim of securing a future life either on our own stage or on another. We strive to play our part within the UK's theatre ecology by offering mentoring, support, and opportunities, encouraging the next generation of artists and producers to learn their trade and flex their muscles within a professional theatre-making environment.

We are invested and rooted in our local community and work with local residents, businesses, and partner organisations to create a better Finsbury Park for everyone. Our Creative Engagement strategy seeks to widen both the number and the range of people who participate in theatre, creating opportunities to engage those who may have had little or no contact with the arts before.

Park Theatre is a charity with two trading subsidiaries; Park Pizza, our F&B offer, and Park Theatre Productions, through which we produce our own shows.

Our Venue and Spaces

- **Park200** – seating on two levels, with up to 235 seats when configured on four sides
- **Park90** – a flexible studio seating 76 – 106
- **The Morris Space** – a multifunctional room used for rehearsals, workshops, readings, one-off events, and the majority of our creative engagement activity
- **Park Pizza & Theatre Bar** – attractive area located across two floors, catering for audiences and functions
- **Additional facilities** – including offices, three dressing rooms and a kitchen area

PARK THEATRE
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Finsbury Park
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**Exceptional theatre
in the heart of
Finsbury Park**

Purpose of the Job

The Duty Venue Manager will be part of Park Theatre's Front of House team. Reporting to the General Manager, they will manage front of house operations, including supporting a team of volunteer ushers who assist with welcoming visitors to the venue. The Duty Venue Manager will work closely with the Box Office Supervisor and Bar Supervisor each evening to ensure a smooth show and a warm and friendly welcome for all customers, maintain a safe environment for all building visitors.

Job Description - Responsibilities

Operational

- Act as the face of the theatre for all visitor and audiences during operational hours, including taking full responsibility for front of house set-up and customer service
- Lead operational activities for front-of-house during show times, coordinating with the rest of the team (including Duty Technicians, Stage Managers, Box Office Supervisors and Bar Supervisors) to ensure the smooth and seamless running of performances
- Manage any customer queries or issues calmly and professionally
- Support any patrons with access requirements as required, ensuring that they have a safe and enjoyable visit. Championing Access initiatives while serving as the primary point of contact for all patrons visiting the theatre, ensuring an inclusive, welcoming, and informed guest experience
- Maintain front of house displays and literature whilst on duty
- Ensure correct procedures are followed with ushers before each performance, including fire walks. Leading all Fire and Health & Safety briefings with ushers before each performance, serving as their main point of contact, and fostering a supportive environment where volunteers feel valued and empowered to deliver an exceptional experience for every guest
- Take responsibility for any on-the-night cashing up and stock control undertaken by the Front of House department, including programme stock and petty cash from programme sales
- Oversee the completion and distribution of post-performance Front of House reports, accurately capturing operational activity in Artifax and analysing ticketing data via Spektrix
- Maximise income on programmes and all other merchandise, working effectively with the Box Office Supervisor and Cafe Bar team.
- Ensure auditoriums and foyer areas are safe, clean and secure at the end of each performance
- Act as a first aider (training to be given if necessary)

- Lead and coordinate emergency response procedures, such as evacuations.
- Act as a representative for the licensee
- Duty Manage the building during non-show times, such as weekend/weekday morning Creative Learning and Reminiscence classes and workshops, and occasional late-night events and cabarets

General

- Adhere to Park Theatre's Health & Safety policy
- Support the General Manager with inducting and training new volunteers and new Duty Venue Managers
- Perform occasional administrative volunteer management tasks, such as editing rotas

Person Specification

Essential

- Previous experience as a Duty Manager, ideally within an arts venue
- Excellent customer service skills, including resolving customer complaints
- Self-starting and able to work unsupervised
- Personable and professional demeanour
- Calm and confident manner when dealing with sensitive and high-pressure situations
- Passionate about Park Theatre and theatre in general
- Reliable and punctual
- Sound numeracy and IT skills

Desirable

- Experience using Spektrix and Artifax (Park Theatre's box office and scheduling systems)
- Experience of volunteer management
- Fire Marshall trained
- Qualified First Aider
- Evac+ Chair trained
- Health and Safety management training
- Personal License holder
- Experience of working on accessible performances and/or supporting patrons with access needs