

## JOB DESCRIPTION

**Casual Duty Manager (Casual – £11.14 per hour)**

**Start date:** **we are looking to recruit to these roles quickly, and will endeavour to interview applicants as they apply**

**B:Music’s mission is to inspire a love of live music, through performance, participation, and learning.**

**Who we are:**

B:Music Ltd is the music charity responsible for Symphony Hall and Town Hall, two iconic venues in the heart of Birmingham. Each year, these venues welcome over half a million people to around 800 concerts and events.

Symphony Hall and Town Hall are live music and entertainment venues, and flexibility is required around working hours.



Overall purpose

The Front of House Casual Duty Manager will oversee the duty management of events to ensure the efficient and effective delivery of performances across all venues operated and will manage casual and volunteer staff involved in operational activity across both venues.

**Key Accountabilities**

* To act as Duty Manager for events and performances to include acting as representative of the Premises Licence holding a personal licence, door supervisor licence and first aid qualification.
* To carry out all performance related paperwork and duties including:
  + Show reports
  + PRS returns
  + Programme and merchandise submissions including banking adhering to cash handling procedures
  + Provide relevant & timely pre-concert Staff briefings to enable consistent customer service delivery
  + To liase with artists’ representatives, promoters, and other agencies as necessary to ensure the smooth delivery of activity
  + To take responsibility in an emergency and co-ordinate evacuation procedures if necessary
  + Any relevant Health and Safety document and/or incident reports
  + Working time management information processing
* To performance monitor the casual and volunteer staff pool to ensure that they work safely and effectively and to maintain consistency of standards.
* Conducting front of house building checks to ensure that these areas are consistently of a high standard creating excellent first impressions to all building visitors and users.
* Assisting in the coordination of information internally and externally to ensure the smooth running of events across both venues, using the Artifax venue management system and meeting with other operational departments when required.
* To undertake other duties and responsibilities from time to time as deemed appropriate.
* Always adhere to PBL’s Health & Safety policies and maintain a safe working environment.

**Skills and Experience**

* Must have strong people management and motivational skills with the ability to coach and develop the individual as well as a very diverse team.
* Must possess the ability to work effectively both autonomously and as part of a wider team.
* Must demonstrate an ability to remain calm under pressure and to always maintain a patient and professional approach.
* The ability to quickly adapt to the demands of a constantly changing environment and prioritise tasks.
* Must possess strong organisational and confident decision-making skills to recognise a problem and resolve it exercising good judgement, tact and initiative, and knowing when to escalate any issue.
* Must be passionate about customer service, always demonstrating and promoting best practice, ideally with some experience of setting standards in this area.
* Must be capable of communicating and building relationships with stakeholders at all levels - internally and outside of the organisation.
* Must have good health and safety awareness and ideally IOSH Managing Safety (4-day).
* Must hold GSCE English and Mathematics to GCSE grade C as a minimum requirement.
* Must hold SIA Door Supervisor licence and possess experience in IOSH Managing Safety for events and performances and act as a representative of the Premises Licence holding a personal licence.
* Must possess high attention to quality and detail and be computer literate to include Microsoft Office with a willingness to learn in-house systems.
* Ideally possess duty management experience in a performing arts venue of a similar scale.

**Key Performance Indicators**

* + Managing event staffing costs against budget.
  + Provision of on the night resolution to complaints.
  + Ancillary revenue generation.

**Department:** Operations

**Reporting to:** Customer Services Manager

**Salary: £11.14 per hour**

**Closing date:** 31st December 2021

**Location:** Town Hall and Symphony Hall, Birmingham

Want to get to know us more ? Take a look at these social media hyperlinks

**** [**@BMusic\_ltd**](https://www.instagram.com/bmusic_ltd/?hl=en) [**@BMusic\_Ltd**](https://twitter.com/bmusic_ltd?lang=en)  ****[**@B:Music**](https://www.youtube.com/playlist?list=PLSLv0SU53gFxJhh5gX7bELTOtXKZtstOP) ****[**@BMusicMedia**](https://www.facebook.com/bmusicltd/)