

Visitor Services Duty Manager (Seasonal)

Job Description

1. About us

Established in 1932, Regent's Park Open Air Theatre is one of the largest theatres in London. Situated in the beautiful surroundings of a Royal Park, both its stage and auditorium are entirely uncovered. Over 140,000 people visit the theatre each year during the 18-week season and for many, it is their first experience of professional theatre. The outdoor setting coupled with the scale, audacity and ambition of our productions makes us unique in the cultural landscape of London and the UK.

We have a reputation for creating first class award-winning theatre specifically for and in our distinctive setting, working both with theatre professionals at the top of their game and nurturing the development of emerging artists. Each summer, a notably broad and diverse local audience experience a creative and imaginative programme of large scale plays and musicals in our inimitable venue which challenge, delight, inform, inspire and entertain. Completing an unprecedented theatre experience, our in-house bar and catering operation includes The Grill, alfresco waiter-serviced dining and picnics.

Timothy Sheader and William Village were appointed Joint Chief Executives in 2007. During their tenure, the theatre has won 14 major awards, including the Olivier and the London Evening Standard Awards for Best Musical Revival six times. In 2017, we were crowned London Theatre of the Year by The Stage. At the same time, a whole new audience has been found with a strong emphasis on accessible ticket prices and concessions, the introduction of the BREEZE ticketing scheme for 18-25 year-olds, a 341% increase in the number of Friends and a 63% increase in our geographical reach well beyond London. Each year, on average, we subsidise tickets for 6,000 school children to watch a production, with opportunities to participate in a workshop and continue their learning with our education packs.

Our determination to extend the work of the theatre beyond Regent's Park has seen our productions of *Pride and Prejudice*, *Lord of the Flies*, *Running Wild* (in a co-production with Chichester Festival Theatre) and *To Kill a Mockingbird* tour the UK and Ireland, the latter subsequently transferring to the Barbican. *Crazy For You* transferred to the West End, *Into the Woods* transferred to the Delacorte Theatre, Central Park, New York and *Jesus Christ Superstar* ran at the Lyric Opera, Chicago, in 2018 and will run at the Barbican Centre, in 2019.

With a small core team of 12 permanent members of staff, the theatre employs over 200 seasonal personnel (including the acting companies) with many staff returning each year. There are approximately 150 performances each season including matinees and some morning performances as well as Sunday performances. The company is a registered charity which receives no public subsidy and its work is funded entirely by its operating activities. With an annual turnover of over £6million, the company is fortunate to be in a sound financial position.

2. The post of Visitor Services Duty Manager

Contract: Seasonal, Fixed Term, full-time

Responsible to: Head of Visitor Services and Estates

The Visitor Services Duty Manager assists and supports the Head and Deputy Head of Visitor Services and Estates in the effective delivery of the box office, front of house and building operations. As a front line manager you will represent the company, ensuring the highest levels of customer service and presentation whilst maximising sales and profitability.

As a member of the Visitor Services Management Team, you will assume the role of Duty Manager on a rota basis. You will have a significant 'on the floor' presence.

You will have a hands on roll throughout our busy summer season, ensuring that the site is clean and well-maintained, dealing with contractors and arranging repairs as directed by the HVSE to provide a safe and welcoming environment for our audience, staff and visitors.

Due to the nature of the business, there will be a significant amount of evening and weekend work required throughout the contract, on a shift system basis.

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3. Main Duties

3a) Commercial Operations

Oversee all procedures/visitor services systems to ensure the smooth running of the venue and box office operation, including documentation of training and standard policies and procedures relating to the use of the ticketing system

Maintain relationships with the ticket agents to manage sales, allocations and mark backs, ensuring that ticket agents and call centres are delivery satisfactory levels of customer service on our behalf

To support the work of other departments assisting them with, and providing information from, the ticketing/fundraising system; including servicing the ticketing needs of corporates and media partners

Assist with the compilation of weekly income reports as directed by HVSE

Safe-keep all visitor services income, ensuring that accurate and consistent accounting, cash-handling and banking practices are maintained across the department in line with company procedures

Liaise with the Marketing Office regarding the details of events and to ensure that Events are prepared and ready in a timely manner, delivered to a high standard and fully cleared at the end

Support the marketing team by booking tickets for competition winners and arranging associated prize elements, including programmes and drinks vouchers

Facilitate bookings including access, groups on behalf of the ticket agents, and manage education bookings, from reservations through to payment receipt and issuing coach permits

Maintain accurate customer database records, ensuring compliance with General Data Protection Regulations (GDPR)

Take a proactive role in developing income streams from ticketing, programmes and merchandise

Assist in managing the receipt of income from all departments, including merchandise, using Spektrix and EPOS, ensuring funds are correctly apportioned and VAT and gift aid are logged correctly

Accurately input sales and commission on Spektrix

Check Spektrix reports regularly to ensure consistency and accuracy, and follow up on issues as required

Carry out training for new users of the ticketing system and update training as required

Supporting the Head and Deputy Head of Visitor Services and Estates, organise and facilitate access performances

3b) Visitor Services

Duty Management is an integral role of the VSDM, requiring significant and regular evening and weekend work

Be a highly presentable, visible and accessible management presence during opening hours and to represent the company with diplomacy, discretion and courtesy at all times

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Train, develop and work closely with all Supervisors and Visitor Services/Catering Assistants to deliver the highest level of customer service and meet health and safety requirements

Train, develop and work closely with the Visitor Services Supervisors (Box Office) and Visitor Services Assistants (Box Office) to ensure compliance with all policies and procedures, providing ongoing Spektrix and sales training and communicating important information

Deal with all customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, documenting and escalating as necessary

Assist with recruitment administration and interviews

Assist with the creation the Visitor Services Team rota. Ensure adequate staffing levels are provided at all times, in line with company policies and budgets, and that rotas are completed and circulated in an efficient and timely manner

Prepare and issue the Visitor Services Assistant rotas (Box Office and FOH)

Act as the Duty Manager for external hires, including setting up facilities as per the hire agreement

Oversee the Visitor Services Team to ensure that a positive and warm welcome is given to all customers

Supported by the Visitor Services Supervisors, ensure the site is fully prepared, adequately staffed and stocked for the punctual opening of the site

Manage disposables and stock items ensuring that replacements are ordered and stored in a timely and correct manner

Have a comprehensive knowledge of the current and future performances, related activities, promotions and products

Assist with the preparation the site for the opening of the season and close down the site for the Winter

Proactively manage and monitor the box office and visitor services email inboxes, ensuring that all customer enquiries and weather exchanges are dealt with promptly

Assist with the on-the-day needs of current and prospective key accounts including groups, schools, corporates and partners including, but not limited to, organising pre-ordered ice creams, programmes, merchandise and catering, setting up private entertainment areas and allocating staff accordingly

Provide Stage Door cover when required

Duty Management

Whenever any part of the site is open to the public or hired out, the Head of Visitor Services assigns one of the following the role of Duty Manager: Head of Visitor Services, Deputy Head of Visitor Services, Visitor Services Manager or Visitor Services Duty Manager. During this time, he/she will:

- represent the company, acting as the most senior operational manager;
- ensure the safety, comfort and enjoyment of all members of the public and staff
- ensure compliance with all licensing, fire, security, safety and other company regulations and policies; and
- in the event of an emergency, lead the response in line with company policies and procedures and liaise with the emergency services as necessary.

Rehearsal Studios

Assist the Visitor Services Manager with the set up and running of the Rehearsal Studios

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To regularly check the spaces to ensure rooms are presented to a high standard

To inspect rooms, post hire for any damages and to liaise accordingly

To facilitate evening and weekend hirers where requested

3c) Health & Safety and Security

Adhere to Company Policies at all times

Maintain a safe and secure working environment at all times, adhering to licensing law, trading standards, food hygiene and health and safety legislation where applicable

Support and deputise for the Head and Deputy Head of Visitor Services and Estates

Monitor all health and safety, first aid, access and maintenance requirements, making recommendations as appropriate and reporting any areas of concern

Liaise with the Head and Deputy Head of Visitor Services and Estates, Head and Deputy Head of Catering, to ensure any potential or actual hazards are reported, minimised and managed appropriately

Act as a first aider

Proactively maintain a thorough knowledge of safety and emergency procedures, and perform an integral role in evacuation procedures

Complete all training as required in line with job responsibilities

When the site is open to the public, assume the role of Duty Manager on a rota basis, leading the response to any crisis situation

Manage and implement security checks (including customer bag checks), reporting any issues or concerns to the Head and Deputy Head of Visitor Services and Estates

Ensure all pre-opening checks are completed prior to public admittance

3d) Estates Management

Support the HVSE in the management, maintenance and upkeep of the buildings, grounds, plant equipment, and general facilities, ensuring that appropriate records and logs are kept up-to-date

To meet with contractors onsite, ensuring they receive adequate H&S and site induction information, monitoring works and signing job sheets as applicable

To ensure all areas are clean and in good repair at all times

To be responsible for site security on a shift basis

To assist with the accurate archiving and filing of maintenance records and paperwork

Completing and accurately recording regular scheduled testing of equipment, reporting any issues to the HVSE

3e) Administration

To assist with, maintain and safeguard all documentation and records required to ensure compliance with all data protection, financial, licensing, fire, safety and other regulations

To assist with the development of productive partnerships with service providers such as the landlord, local authority, police and fire brigade

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3f) General

To maintain an awareness of the work of all departments and their need for support, facilitating excellent communication and cooperation between departments

To maintain and safeguard all documentation, records, filing systems and databases required to ensure compliance with all internal policies, data protection, financial and other regulations

To represent the company with diplomacy, discretion and courtesy at all times, safeguarding all confidential information

Represent the theatre at industry events and meetings, when required

Maintain a high level of personal appearance in line with staff uniform policy.

To comply with all company policies and undertake any other reasonable duties as required by the senior management;

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4. Person Specification

Essential

- Calm, organised and tactful approach with the ability to work well under pressure to meet deadlines, independently problem-solving, quickly and efficiently with self-motivation and as part of a team in a fast-paced, pressured environment
- Excellent interpersonal, diplomatic and general communication and customer service skills.
- Understand the importance of good internal and external customer relations
- Ability to work well within and support a strong team ethic
- Self-motivated with a positive attitude and obvious drive.
- Management experience in a theatre ticket sales environment and in a front line customer services role, preferably in theatre
- A demonstrable positive approach to customer service, including when dealing with complaints and difficult situations
- Understanding and experience of customer service and sales techniques, equal opportunities, health and safety, access and licensing requirements
- A willingness and aptitude to understand, promote, and retain information regarding Regent's Park Open Air Theatre's programme, schedule of events and retail products.
- High standards of dress and appearance, and excellent time keeping
- A keen interest in theatre
- First class written and spoken English, proven interpersonal skills and office experience with a strong ability to communicate effectively with a wide variety of people at all levels in a confident and friendly manner
- Attention to detail and the highest standards of presentation and excellent time keeping
- Good computer literacy (Microsoft Word and Excel), including previous experience of any major box office system
- Good accounting and cash-handling skills and experience
- Availability to work unsociable hours
- Excellent telephone manner

Desirable

- Administration experience of a major ticketing system
- Experience of dealing with contractors
- First Aid qualification
- A Personal License
- SIA License
- Experience of maintaining safety at work in a public space

5. Principal Terms and Conditions

- Seasonal, fixed term, full-time contract
- Contract Date: Tuesday 9th April 2019 – Friday 27th September 2019
- Salary: £24,960 pro rata
- Whilst the theatre is in operation (including any out of season events/ studio hires), you will work 5 days out of 7 days (Monday to Sunday) on a rota basis. Hours of work are flexible in line with performances, events and hires (including evenings and weekends) and average 40 hours per week. When the theatre is not in operation or there are no hires, office hours are Monday to Friday, 9 am to 6 pm
- Evening and weekend work will be required.
- You may be required to work on bank and public holidays.
- Owing to the seasonal nature of the operation, you are unable to take annual leave during the engagement, for which payment in lieu will be made.

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- Full terms and conditions will be confirmed with the successful candidate.

6. Equal opportunities

Regent's Park Theatre Ltd is an equal opportunities employer and our recruitment process is open to all. Our ambition is to achieve greater diversity so that our organisation better reflects the city and country in which we live.

Please also complete and return the Equal Opportunities questionnaire when applying for this role.

7. How to apply

Please download and complete the application form and the equal opportunities monitoring form. Please e-mail them to jobs@openairtheatre.com.

Closing date: 10am Monday 25th February 2019

Interviews:

First Round: Thursday 28th February or Friday 1st March

Second Round: Tuesday 5th March or Wednesday 6th March.