

Visitor Services Duty Manager (Seasonal)

Job Description



Role:	Visitor Services Duty Manager (Seasonal)
Department:	Visitor Services
Responsible to:	Head of Visitor Services and Estates
Responsible for:	Visitor Services Supervisors (FOH) and Visitor Services Assistants (Box Office and FOH)
Contract:	Fixed term, Fixed hours
Contract Dates:	June 1, 2021 to September 26, 2021
Anticipated basic hours per week:	40
Basic working week:	Up to 6 days out of 7 based on a Monday to Sunday working week.
Salary per hour/per week:	£494.4 per week

Please note that this role requires work in the evenings and at weekends. You may also be required to work on Bank Holidays.

1. About us

Please download the separate document <https://openairtheatre.com/uploads/files/ABOUT-US.pdf> and also read our latest Annual Review which can be found here: <https://openairtheatre.com/about>.

2. The role of Visitor Services Duty Manager (Seasonal)

The Visitor Services Duty Manager assists and supports the 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, acting as the most senior operational manager responsible for the safety of the public and staff on site. As such you will have a significant 'on the floor' presence, in both the front of house areas and box office.

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 Head of Visitor Services and Estates to provide a safe and welcoming environment for our audience, staff and visitors.

3. Key responsibilities

Duty Management

- On a rota basis, the Head of Visitor Services and Estates assigns one of the following the role of Duty Manager: Head of Visitor Services and Estates, Visitor Services Manager or Visitor Services Duty Managers. As Duty Manager, you will:
 - be the most senior operational manager on site, ensuring 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;
 - in the event of an emergency, lead the response in line with company policies and procedures and liaise with the emergency services as necessary;

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- ensure day-to-day set up of events, including corporate and partnership events;
- work alongside the Company Stage Manager to ensure performance start times are adhered to, as well as effective audience management during weather show pauses and delays.

Box Office

- Oversee the physical box office during performance incoming;
- Oversee the smooth running of the venue and box office operation, including documentation of staff training and enforcement of company policies and procedures relating to the ticketing system;
- Maintain relationships with the ticket agents to manage sales, allocations and mark backs, ensuring that ticket agents and call centres are delivering satisfactory levels of customer service on our behalf;
- Safe-keep all income, ensuring that accurate and consistent accounting, cash-handling and banking practices are maintained across the department, compiling weekly income reports where required;
- Facilitate group, access and education bookings, from reservation through to payment;
- Maintain accurate customer database records, ensuring compliance with General Data Protection Regulations (GDPR).

Visitor Services

- Oversee the Visitor Services Assistants to ensure jobs are completed in a timely manner, attendance, punctuality and presentation is satisfactory, bringing any concerns to the attention of the Visitor Services Management Team;
- 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;
- Train, develop and work closely with all Supervisors and Visitor Services Assistants to deliver the highest level of customer service and meet health and safety requirements;
- Proactively manage and monitor the box office and visitor services email inboxes, ensuring that all customer enquiries and weather exchanges are dealt with promptly;
- Deal with all in person customer problems, comments and complaints in an appropriate and efficient manner in line with company policy, escalating as necessary;
- Assist with recruitment and interviews of the seasonal team;
- Manage consumables and merchandise ensuring that stock is ordered and stored in a timely and correct manner;
- Provide Stage Door cover when required;
- Assist the Visitor Services Manager with the set up and running of the Rehearsal Studios;
- To regularly check the spaces to ensure rooms are presented to a high standard and reporting any issues;
- To facilitate evening and weekend hirers where requested.

Health and Safety

- Maintain a safe and secure working environment at all times, adhering to licensing law, trading standards and health and safety legislation where applicable;
- Monitor all health and safety, first aid, access and maintenance requirements, making recommendations as appropriate and reporting any areas of concern;
- Proactively maintain a thorough knowledge of safety and emergency procedures, and perform an integral role in evacuation procedures;
- Manage and implement security checks (including customer bag checks), reporting any issues or concerns to the Head of Visitor Services and Estates.

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Estates Management

- Support the Head of Visitor Services and Estates in the management, maintenance and upkeep of the buildings, grounds and general facilities, ensuring that appropriate records and logs are kept up-to-date;
- To meet with contractors onsite, ensuring they receive adequate Health and Safety and site induction information, monitoring works and signing job sheets as applicable;
- To assist with the accurate archiving and filing of maintenance records and paperwork.

4. Responsibilities of all staff members

- Demonstrate an interest in all the work of our company, the experiences we create and theatre generally.
- Be prepared to work at the times required by your role and the theatre's operating schedule. This may include evenings, weekends and Bank Holidays.
- Ensure that the company remains up-to-date with issues and practices related to your role.
- Maintain an awareness of the work of all departments and their need for support, facilitating excellent communication and cooperation between departments.
- Maintain an appropriate level of personal appearance for your role which, if applicable, shall be in line with the uniform policy set out in the Staff Handbook.
- Demonstrate and maintain an appropriate level of understanding for your role of equal opportunities, health and safety, access and licensing requirements in a theatre.
- Maintain and safeguard all documentation, records, filing systems and databases required to ensure compliance with all internal policies, data protection, financial and other regulations.
- Represent the company with diplomacy, discretion and courtesy at all times, safeguarding all confidential information.
- Comply with all company policies and undertake any other reasonable duties as required by the senior management.

5. Person specification – essential criteria

- Excellent attention to detail with the highest standards of presentation.
- Ability to communicate effectively with a wide variety of people at all levels in a confident and friendly manner.
- Previous supervisory experience in this department in a theatre or similar organisation.
- Good written and spoken English with proven interpersonal skills.
- Demonstrable enthusiasm, understanding and experience of customer service and sales techniques.
- Positive approach to customer service with the ability to deal with complaints and challenging situations effectively and appropriately.
- Good computer literacy including Microsoft Word and Excel.
- Previous user experience of any major box office system.
- Proven ability to work well both independently and within a team.
- Calm, organised and tactful approach.

6. Person specification – desirable criteria

- Previous supervisory and user experience of any major box office system.
- First Aid qualification
- Personal Licence holder

7. Further information

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Owing to the seasonal nature of our activities, you will not be able to take holiday during the contract unless required by us; payment in lieu of your unused holiday entitlement will be made at the end of the contract. The full terms and conditions of employment shall be as set out in the successful candidate's contract.

Regent's Park Open Air Theatre 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.

As the majority of our appointments are seasonal, we evaluate a very large number of applications and candidates each spring. For this reason, we are not able to offer bespoke feedback to unsuccessful applicants at any stage of the process. However, if you are invited to interview, you will also be given an opportunity to ask the panel your own questions.

8. How to apply

Please download, complete and e-mail the following to jobs@openairtheatre.com:

- application form;
- personal details form;
- equal opportunities form.

Closing date: 10 am, May 17, 2021
Interview 1: May 21, 2021
Interview 2: TBC