



Theatre Duty Manager

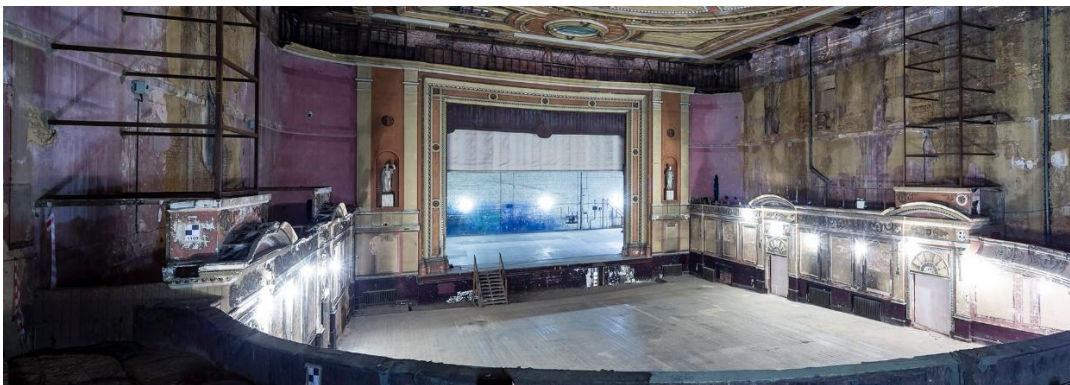
Full time, permanent



ABOUT ALEXANDRA PARK AND PALACE

The story of Alexandra Palace Theatre is truly unique. Opened in 1875, the Theatre was a place of spectacle and delight where audiences of up to 3,000 people were entertained by pantomime, opera, drama and ballet. A feat of Victorian engineering, the impressive stage machinery was designed so that performers could appear, fly into the air and disappear through the stage.

The restoration process has breathed new life into a space that has been hidden for over 80 years. Preserved in a beautiful state of arrested decay and frozen in time, the complex work has created a space that retains the charm and character of the theatre while being fit to host contemporary productions.



ROLE DESCRIPTION

The **Theatre Duty Manager** is an operational role that will plan and deliver nominated events in the Victorian Theatre and East Court space. The role is also the main point of contact for the BBC Concert Orchestra; Alexandra Palace's Associate Orchestra and will support with their rehearsal schedule and public performances.

Internally, the post holder will liaise with the Creative Learning team as the lead contact for the volunteer program, supporting with scheduling volunteer shifts and managing volunteer communications for Theatre events. Previous experience as a Duty Manager gained in either a Theatre, events business or licensed premises is essential alongside experience managing front of house areas.

This is a full time, permanent role working 40 hours per week, 5 days from 7.

The salary is: **£30,960 to £32,589pa** depending on experience

HOW TO APPLY

To apply for the role of **Theatre Duty Manager** please send your **CV** and a **cover letter** outlining how you meet the requirements of the role to recruitment@alexandrapalace.com. The deadline for applications is **10am Friday 25 July**.

OUR COMMITMENT TO EQUALITY AND DIVERSITY

We are committed to providing equality of opportunity and encourage job applications from people of all backgrounds. We strive to build a diverse and inclusive workforce that is representative of our community and helps us to deliver more for our visitors. We particularly encourage applications from candidates from ethnic minority backgrounds and candidates with disabilities.

Job Title	Theatre Duty Manager (full time, permanent)	
Department	Event Operations	
Team	Theatre	
Responsible To	Theatre General Manager	
Responsible For	No direct line reports but responsible for event contractors, volunteers and staff during shift	
Overall job purpose	To plan and deliver a variety of events in accordance with standard operating procedures within the Theatre and East Court providing a quality customer and visitor experience.	
Key internal relationships	Programming Technical and Production Sales and Ticketing Catering Creative Learning Events	
Key duties and responsibilities	1. Act as the main point of contact for BBC Concert Orchestra; Alexandra Palace's Associate Orchestra. To be responsible for their rehearsals and public performances from scheduling through to event delivery and post-show closedown.	30%
	2. Plan and deliver nominated Theatre events in accordance with venue standard operating procedures effectively and safely providing an excellent customer / client experience. Tasks include: <ul style="list-style-type: none"> - Meeting with Clients and assisting with site visits - Provide advice and support with show requirements - Complete all necessary pre and post event report paperwork within agreed timeframes e.g. show reports, health and safety check list, and event briefing sheets (DBIs) - Ensure appropriate staff are booked (tech team, duty managers, front of house team including volunteers) 	25%
	3. Act as Duty Manager on nominated shows upholding excellent client and customer service. Tasks include: <ul style="list-style-type: none"> - briefings with volunteers, contractors and suppliers prior to event open and lead on key meetings during the event - Manage and resolve any customer issues and queries - Safely open and close event areas - Evacuation and emergency procedures 	25%

	4. Liaise with Creative Learning team as the lead contact for the volunteer program, supporting with scheduling volunteer shifts and managing volunteer communications for Theatre events.	10%
	5. Support the Theatre Manager with ad hoc development projects to ensure the departments output is always professional and up to date with industry standards.	10%

Person Specification	<u>Essential</u>	<u>Desirable</u>
	<p>Education / Qualifications / Memberships</p> <p>Educated to GCSE or equivalent with a C or 4 in English and Maths or equivalent</p> <p>Eligible to work in the UK</p> <p>Experience</p> <p>Experience as a Duty Manager gained in either a theatre, events business or licensed premises</p> <p>Experience managing front of house areas including liaising with catering / bar operations</p> <p>Experience of supervising / briefing volunteers, Third Party contractors and suppliers</p> <p>Experience of delivering excellent customer service</p> <p>Skills and Knowledge</p> <p>Ability to remain calm under pressure and work to tight deadlines</p> <p>Ability to prioritise and multi-task</p> <p>Good understanding of health and safety processes and procedures</p> <p>Organised and methodical thinker</p> <p>Flexible and proactive approach</p> <p>Excellent written and verbal communication skills with keen attention to detail</p>	<p>IOSH trained</p> <p>First Aid at Work trained</p> <p>Personal license holder</p> <p>Working knowledge of ticketing systems (Spektrix)</p> <p>An interest in Alexandra Palace's Theatre and wider events programme</p>

	<p>Proficient in Microsoft Office</p> <p>Flexibility to work some anti-social hours including late nights, bank holidays and weekends in line with event operations</p>	
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DIMENSIONS

Financial responsibilities

Budget administrator

People management responsibilities

No direct reports but may be required to supervise Casual Event Duty Managers, volunteers, Third Party contractors and suppliers (security, traffic, medical) on nominated events

GENERAL OBLIGATIONS

i. **Health and Safety**

All employees have a legal duty to ensure the health and safety of people at work and members of the public on site in accordance with H&S legislation and AP policy.

ii. **Equality and Diversity**

Alexandra Palace is committed to the fair treatment of all our staff. We are committed to giving equal access to recruitment and selection, promotion and career development, training, pay and benefits. We will provide reasonable support to disabled applicants throughout the recruitment process. If you feel that you need any additional support or reasonable adjustments to take part in the interview process, please contact the HR team

iii. **Safeguarding**

Demonstrate commitment to safeguarding of children, young people, and adults at risk.

iv. **GDPR**

To handle personal data in accordance with the organisation's data protection policy and to record all processing activities in the organisation's data register where appropriate.

v. **Sustainability**

We are committed to a Sustainability strategy and policy, working towards finding new, innovative, and economical ways to stay green.

CUSTOMER SERVICE STANDARDS



VALUES AND BEHAVIOURS

1. We are Collaborative
2. We are Bold
3. We are Open and Genuine
4. We are Passionate and Fun
5. We are Resourceful

The Core Competency Framework

Each competency has an overall description. It is then broken down by level into “We will” and “We won’t” indicators. This role is a level 1 (of 4) and therefore should be demonstrating behaviours at level 2.

1. We are COLLABORATIVE

“We work as one team, sharing ideas, knowledge and insight to achieve our common purpose”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> Work with other teams to raise and solve issues Hold regular meetings to gain team input Be visibly available to my team Book weekly catch ups with other teams Think and act as one organisation Pro-actively talk to others rather than sending emails 	<ul style="list-style-type: none"> Encourage silos or working in isolation Think our work is more important than that of other teams Make decisions without consulting other teams that may be impacted

2. We are BOLD

“We are bold and we embrace change – we constantly look for new opportunities and innovative ways of doing things”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> Try new ideas and think outside the box Look for possibilities and opportunities everywhere – taking time to think creatively Have faith in my ideas and find my voice Encourage the ideas of others more often Utilise the experience of the whole team Strive to improve the customer experience Encourage others to see mistakes as learning 	<ul style="list-style-type: none"> Say “I can do better” but then do nothing Accept something just because it is the way it's always been done Shut down ideas without thinking about the pros and cons Resist change because it is too challenging Think “I can't do it” Say “No” but not explain why

3. We are OPEN AND GENUINE

“We are inclusive and diverse - welcoming all through our doors. We are genuine - we do what we say we will and do it in a way that is in line with our values.”

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> Get to know my team members Be human – show empathy and care for others Thank people and make them feel good Accept all - embrace different points of view Confront difficult situations with openness, sensitivity, care and empathy Pro-actively address exclusion and discrimination 	<ul style="list-style-type: none"> Exclude people because I find them difficult or challenging Ignore or belittle the ideas or thoughts of others Allow our own view to prevail not taking into account differences of opinion or approach Tolerate exclusion or discrimination Delegate to the same people as they always say “Yes” and avoid delegating to others

4. We are PASSIONATE & FUN

“Our job is to put smiles on people's faces, by being engaged and passionate about all that we do. We deliver our purpose with fun and enjoyment

	We Will	We Won't
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Level 2	<ul style="list-style-type: none"> • Act as a role model for others by demonstrating passion for my job and energy every day • Go the extra mile – setting an example for the team • Make time to celebrate success • Inspire, develop and build my team • Focus on delivering quality for myself and my team • Create a culture of fun so that we can all enjoy what we do 	<ul style="list-style-type: none"> • Act negatively - moaning and criticising • Forget to celebrate • Just do the minimum to get by • Accept negativity or inappropriate behaviours in our teams
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5. We are **RESOURCEFUL**

“We use what we have creatively to get the best results possible, solving problems and overcoming difficulties

	We Will	We Won't
Level 2	<ul style="list-style-type: none"> • Bring solutions not just problems and complaints • Take a “see it and own it” approach • Make smart use of our resources • Actively look outside for new ideas and research • Attend and encourage others to attend training and conferences and bring back new ideas • Understand what generates profit • Free up budgets to spend where most needed • Empower and coach my team to come up with their own solutions • Make use of people’s skills from outside of work as well as at work 	<ul style="list-style-type: none"> • Use resources just because we have them • Say “no” just because of lack of resource • Just go for quick wins because they are easy • Allow wastage in our work areas • Take on too much at once • Create a stressful environment for myself or those around me

JOB APPLICANT PRIVACY NOTICE

As part of any recruitment process, Alexandra Palace collects and processes personal data relating to all job applicants. Alexandra Palace is committed to being transparent about how it collects and uses that data and to meeting its data protection obligations. For further information please see our job applicant privacy notice on our website: <https://www.alexandrapalace.com/about-us/jobs/>