

JOB DESCRIPTION

Job Title: Duty Manager
Reporting to: Directly to Front of House Manager, General Manager
Responsible for: Stewards and Theatre Ambassadors
Hours: A variety of hours are available including days, evenings and weekends.

Summary of Role: The Duty Manager is responsible for the smooth day to day running of the theatre during performances and events. They act as the main point of contact for staff, audiences, visiting companies, artists and contractors, ensuring excellent customer service at all times and creating and maintaining a safe, welcoming environment for all.

Key responsibilities

- To oversee front of house operations during performances, events and hires
- To always ensure your own health and safety and that of all others within the building
- To ensure the venue is clean, tidy and ready to welcome audiences.
- To have the responsibility of being a keyholder and to open and close the theatre adhering to all procedures.
- Coordinate with technical, box office and the catering and events team to ensure a seamless operation.
- Provide a visible and approachable presence in the venue for staff and customers.
- To handle customer queries, complaints and incidents professionally and promptly.
- Promote and maintain our culture of excellent customer service.
- Carry out pre-show briefings with the Front of House team.
- Complete a duty manager report for each performance and escalate any issues to the Front of House manager as needed.
- To assist with training the Front of House team
- Undertake duties in other aspects of the venue as required

Duty Manager Requirements:

- Strong communication and interpersonal skills
- Experience in customer service, hospitality or venue management.
- Ability to think on your feet and take initiative, remaining calm under pressure
- Strong leadership and people management skills
- Excellent communication and problem solving skills.
- Have awareness of diversity and equality
- Flexibility to work evenings, weekends and public holidays.
- Previous managerial experience.

CV and Covering letter to jobs@marinatheatre.co.uk