



JOB TITLE: Duty Manager
HOURS: 33.25 hours per week (0.9 FTE), core days Sunday-Thursday
LOCATION: London, NW3
REPORTING TO: Head of Visitor Services
RATE OF PAY: £23,341 per annum (full time equivalent £26,325 per annum)
ANNUAL LEAVE: 28 days (including Bank Holidays) *pro rata* + Jewish Holidays that fall on working days

PURPOSE OF ROLE:

As a Duty Manager, you will have the overall responsibility for the successful on-the-day delivery and operational excellence of JW3 events and activities, maintaining staff, visitor and building welfare at all times whilst on duty.

RESPONSIBILITIES

- Act as the representative of JW3's and the premises license holder, with the delegated full authority of the Chief Executive.
- Undertake duty management for a diverse range of events, holding responsibility for the safety and welfare of all public, staff, visitors and the building, ensuring that JW3's license conditions, and reputation are upheld.
- Maintain effective communication channels with other departments, working as a collective Visitor Services team to deliver an exceptional service to visitors and users of the centre and other stakeholders within the organisation, including covering of BO staff and ushering duties where needed
- Ensure events and functions are managed to agreed timetables and liaise with key staff to ensure the smooth running of the event. This will include facilitating a staff briefing on all relevant details for events to include technical staff and Visitor Services team as appropriate.
- Communicate efficiently, succinctly, and calmly, complying with radio etiquette at all times.
- Be a proactive and visible presence throughout the building when on duty, monitoring and raising service and safety standards accordingly.
- To be the principal contact for all staff, service partners, volunteers and visitors when dealing with problems or issues that arise.
- To deal with any complaints or grievances that may arise and deal efficiently and effectively with complaints in a professional manner wherever possible, ensuring that the complaint is resolved before a customer leaves the venue.
- Ensure that a factual and objective Duty Manager's report is completed at the end of each duty, documenting issues relating to customers, the event, the building, and health and safety.
- Act as an ambassador for JW3, promoting high standards of service at all times.
- Be aware of the safety features of the building and any particular significant risks on the premises.
- Arrange first aid as required and ensure that all incident and accident reports are completed accordingly.
- Work with the Visitor Services Manager, Head of Building & Facilities, and other members of staff to achieve excellent safety standards, reporting on issues which may affect health and safety at any time
- Carry out pre-event health and safety checks of the building to ensure that there are no hazards or risks to public safety and that good housekeeping is maintained throughout JW3; relevant training to be provided for this if needed (COSHH or IOSH)
- Communicate and coordinate with security and facilities management to resolve building management issues.

- Ensure cleanliness of the building and that building users observe good conduct and respectful behaviour.
- Carry out visual building inspections to ensure that the presentation of the building both internally and externally meets the highest standards.
- Protect and enhance the reputation of JW3, representing JW3 in a professional manner to all stakeholders.
- Attend all relevant staff meetings, supervisions, training days etc.
- Undertake other reasonable duties as required by your line manager or members of the Senior Leadership Team.

This role description is not exhaustive or all encompassing. Certain elements of the role may change from time to time, without altering the core premise of the role or the level of responsibility involved. This information will be reviewed and updated as and when appropriate, in consultation with the post holder, to reflect appropriate changes.

PERSON SPECIFICATION

Essential Skills and Experience

- Ability to navigate competing priorities and manage time sensitive or high-pressure situations in a calm, professional manner
- A confident decision-maker in a fast-paced environment, with credibility to obtain the support and cooperation of customers, volunteers and colleagues.
- Demonstrable experience of coordinating complex simultaneous events with a strong focus on customer experience and health and safety
- Highly organised, with the ability to manage time effectively between Duty Management shifts and office-oriented responsibilities.
- Passionate about service and improving standards and a committed focus on the customer experience.
- Able to interact confidently and build strong working relationships with a range of stakeholders at all levels
- Proactive and solution-focused, with an ability to take initiative
- Thorough and methodical approach to work, with strong attention to detail
- A professional, confident and friendly manner with the public
- Friendly and approachable, with an ability work collaboratively and effectively with others
- IT proficient, with a willingness to learn efficient use of any other systems/databases.
- Able to draw key information from a range of sources to help inform decision-making for an event

Desirable

- Experience working in a relevant position at an arts venue, live performance venue, theatre or cinema.
- Working in a customer service-based role, particularly within a non-profit setting
- Experience with use of Artifax and Spektrix

Personal Qualities

- Demonstrates a commitment to furthering JW3's vision and mission.
- Is approachable and able to engage positively with others, building and maintaining strong working relationships

- Has a proactive and flexible approach to their work, including a willingness to work in the evenings, weekends and Bank Holidays, to serve the needs of a community Centre that operates 15 hours per day for 6+ days per week
- Driven and passionate about delivering a positive experience to users of the centre