

## JOB DESCRIPTION

<b>JOB TITLE:</b>	House Manager	<b>REFERENCE:</b>	HM1019
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### **OVERALL PURPOSE OF THE ROLE:**

The role holder will ensure the comfort and safety of all our customers, monitor and maintain security of the premises and facilitate the smooth running of events.

### **MAIN TASKS**

**The role holder is required to:**

- Ensure the safety and comfort of all customers, and maintain the highest standards of customer service at all times.
- Maintain the security of the building and grounds ensuring the premises are vacated and securely locked at the end of the evening. NB You may be the last person to leave.
- Support the Senior House Manager in making sure that all events or screenings are adequately staffed.
- Brief Front of House staff and volunteers at the start of a shift and ensure that Brewery policies and procedures, including fire and health and safety, are adhered to at all times.
- Manage Front of House Staff and volunteers, supporting their training, development and motivation, as well as organising staff breaks and ensuring correct working hours are met.
- Ensure the principles of people flow management are followed and effectively deal with intervals and other pressure points.
- Ensure that all areas in use are clean, adequately prepared to stated requirements, heated, ventilated, and lit.
- Liaise with box office, catering, event and technical to ensure the smooth running of films and events.
- Ensure that good standards of behaviour are maintained on the premises.
- Undertake routine maintenance where time allows, or contact the appropriate person or company if the task is beyond your skills or of an emergency nature.
- Empty and set up rooms, where time allows, for classes or events the following day.
- Monitor and control activity in the car park.
- Act as one of the nominated key holders and to attend the site in the event of alarm activation.
- Call emergency services as necessary and act as one of the lead personnel if an evacuation situation occurs.
- Cash up and secure all receipts in relation to programme and merchandise sales.
- Maintain a calm attitude at all times.

- Assist Marketing staff to publicise events (by co-ordinating Front of House staff and volunteers to hand out leaflets at events) or obtain market research information if required.

Everything we do should have the overall aim of ensuring the Brewery's Vision, Mission and Values are achieved.

***This list is not exhaustive. The organisation is changing all the time and therefore may amend your duties. There may also be occasions where you are required to undertake additional tasks as necessary to meet the needs of the business.***

# PERSON SPECIFICATION

<b>JOB TITLE:</b>	House Manager
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<b>QUALIFICATIONS &amp; WORK EXPERIENCE</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Experience of working in a customer focused environment with responsibility for delivering excellent customer service</li> </ul>	<ul style="list-style-type: none"> <li>• Experience of working in an arts or cinema environment</li> <li>• Working knowledge of alarm systems.</li> <li>• Working knowledge of Health and Safety issues relating to public spaces.</li> <li>• Experience of cash handling.</li> <li>• Working knowledge of evacuation procedures.</li> </ul>
<b>SKILLS</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Excellent communication and interpersonal skills</li> <li>• Excellent customer service skills</li> <li>• Strong organisational skills, attention to detail and ability to prioritise.</li> <li>• The ability to supervise and motivate staff and volunteers.</li> </ul>	
<b>PERSONAL QUALITIES</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Friendly and approachable manner with a commitment to providing the highest standards of customer service.</li> <li>• Ability to remain calm and deal with issues in pressurised situations.</li> <li>• Ability to maintain high levels of enthusiasm and reacting to fluctuations in demands by 'stepping up' when busy and being self-motivated during quieter times.</li> <li>• Excellent time keeping, conscientious and punctual</li> <li>• Smart personal appearance</li> </ul>	<ul style="list-style-type: none"> <li>• An interest in the arts and/or film.</li> </ul>

<b>OTHER REQUIREMENTS</b>	
<b>Essential</b>	<b>Desirable</b>
<ul style="list-style-type: none"> <li>• Flexibility and availability to work varied shifts including evenings, weekends, bank holidays and festival weekends.</li> <li>• A willingness to learn new skills as required and undertake appropriate training.</li> <li>• First aid certificate or willingness to obtain one.*</li> <li>• SIA training and licence or willingness to obtain.*</li> <li>• Fire Warden training or wiliness to attend.*</li> </ul>	

\*The Brewery will source and pay costs for these.

A Disclosure & Barring Service (DBS) check (formerly CRB Disclosure) is required for this position.

## TERMS & CONDITIONS

<b>JOB TITLE:</b>	House Manager
<b>Contract:</b>	Casual
<b>Pay:</b>	£8.57 per hour
<b>Hours:</b>	Casual hours Hours will vary and include week days, weekends, evenings and bank holidays.
<b>Holiday Entitlement:</b>	Casual - 6 weeks' holiday per annum Permanent - 6 weeks' holiday per annum, rising to 7 weeks after 3 years' continuous service  Inclusive of fixed days (currently Christmas Day, New Year's Day and another date in January to be announced each year). Other bank holidays are considered normal working days; therefore, they are NOT in addition to annual leave entitlement
<b>Pension:</b>	The Company operates a pension plan in compliance with the employer pension duties under the Pensions Act 2008. Depending on your age and earnings; you may automatically be entered into the Group Personal Pension Plan and contributions are matched by the company in line with the regulations.
<b>Discretionary Benefits:</b>	<ul style="list-style-type: none"> <li>• Complimentary tickets for events and cinema for staff + one can be requested (conditions apply and if the event sells out complimentary tickets are not available).</li> <li>• Discount on food in our catering outlets for staff + one.</li> <li>• A parking permit is given to staff to be used while at work.</li> </ul>
<b>Age Limitation:</b>	Role holder must be 18 or above
<b>Reports to:</b>	Senior House Manager
<b>Responsible for:</b>	Front of House staff and Volunteers on shift
<b>Union:</b>	The Broadcasting, Entertainment, Cinematograph & Theatre Union (BECTU) is recognised for collective bargaining purposes at the Brewery Arts Centre Trust and its trading subsidiary, Kendal Catering Company. All employees are recommended (whilst not required) to join the union to enjoy the many benefits including representation in collective bargaining on workplace issues such as pay, terms and conditions, health and safety and representation in any disciplinary or grievance procedures.