

**INFORMATION PACK
DUTY MANAGER (CASUAL)**

Thank you for your interest in the above vacancy. We're really happy that you've found us. Details of the background and context to this role can be found in this pack.

How to apply

Your completed application should include the following:

1. An application form which includes a personal statement in written or recorded format
2. Your up-to-date CV
3. A completed equal opportunities monitoring questionnaire - this form is optional, and your completion or non-completion of the form, or any of its sections, will not have a bearing on your application.

Once you have completed your application documents, please return them before the closing date to:

Lyn Maytum
Creative Folkestone
Quarterhouse
Mill Bay
Folkestone
Kent CT20 1BN

or email your completed application to recruitment@creativefolkestone.org.uk

If you have any questions relating to this vacancy, please contact Hayden Noakes by email: haydennoakes@creativefolkestone.org.uk or phone 01303 760740 for an informal chat.

This is a rolling opening so we will be in touch if you are successful for an interview.



ABOUT CREATIVE FOLKESTONE

Creative Folkestone believes in the power of creativity to transform people, places and communities. We are passionate about this and believe it will inspire others to be curious and imagine a changed future. We will enable and collaborate with them to make this vision happen.

This will be fun but requires specialist knowledge; at times we will be radical and irreverent, but we will take on the challenges and risks our work demands.

Established in 2002, Creative Folkestone has a remarkable record of success having already transformed what was the most run-down part of Folkestone. A creative community of over eight hundred people has been established in ninety restored buildings in the Creative Quarter. Quarterhouse, a performance venue for music, theatre, dance and comedy has been built and now has a programme that attracts a widely diverse audience from all over the area. The region has been animated by five internationally acclaimed visual art Triennials, the largest exhibition of newly commissioned art in the UK, the Folkestone Artworks, the UK's largest display of contemporary art in an urban setting open 24 hours a day 365 days a year, a performance programme and an annual book festival. The area is populated by artists and home to creative industries and a resource for higher education study and research; all this has created many hundreds of jobs.

The charity has recently added stewardship of Prospect Cottage, Derek Jarman's home in Dungeness along with an artists' residency programme, has written the vision, strategy and plan for the district's new garden town, Otterpool, and been instrumental in bringing the polluted old gasworks site in Ship Street back to public ownership as a housing development.

Creative Folkestone is driven by a committed and friendly workforce, led by a knowledgeable and dedicated voluntary board.

We have declared that **FOLKESTONE IS AN ART SCHOOL** and all our projects are underpinned by an inspirational learning and engagement programme that works with schools, community groups and the people of Folkestone across art-form, age and ability.

www.creativefolkestone.org.uk

JOB DESCRIPTION

DUTY MANAGER (CASUAL)

Reports to:	Visitor Experience & Venue Manager, Assistant Venue Manager, Duty Manager or Supervisor on shift
Supervision responsibility for:	Casual Visitor Experience staff
Location:	Based at Quarterhouse, Mill Bay, Folkestone, Kent CT20 1BN
Wage:	£14.50
Hours:	Casual - Zero Hours

JOB PURPOSE

The primary duties of this role are duty managing a variety of events, taking place during the day and during the late evening. This involves managing the Visitor Experience and bar staff team, liaising with artists and promoters on the night, and overseeing health and safety in collaboration with our security team and setting up the auditorium/ foyer in preparation for an event.

The role is also there to support and help deliver an integrated visitor experience across all Creative Folkestone projects and activities, currently including; Creative Quarter, Quarterhouse, Folkestone Artworks, Folkestone Triennial, Folkestone Book Festival, Prospect Cottage, and The Clearing bar, in order to boost visitor engagement, satisfaction and spend.

Our main venue, Quarterhouse, has a mixed programme of music, DJ nights, comedy, 'live stream' films (e.g. National Theatre Live) and family events, as well as commercial and community hires. This flexible space can fit up to 250 seated, and up to 500 standing.

This role is a casual zero hours position with shift work. It will usually involve duty managing weekday or weekend events (often until 3am). Working days will be scheduled by the Assistant Venue Manager in accordance with the needs of the programme.

KEY RESPONSIBILITIES

Duty management and visitor experience:

- To duty manage inside and open-air public events, ensuring that the assigned front of house team and security are briefed and supervised supportively and effectively. This includes a variety of events such as late-night music events of up to 500 capacity (at times, finishing at 3am), live theatre streaming, cinema screenings, comedy and family events.
- Support fellow Duty Managers by preparing fully charged radios, scanners, wristbands etc in prep for briefings.

- Work supportively and collaboratively with team colleagues and the Assistant Venue Manager, offering and receiving feedback so that procedures and processes are continually improved.
- Collate information on upcoming events and distribute to casual Visitor Experience Assistants.
- Alert the Assistant Venue Manager of any identified gaps in any information or skills across the Visitor Experience team that create a barrier to providing the best possible Creative Folkestone visitor experience.
- Manage effectively any customer service issues, including complaints, and being the main point of liaison between customers, Visitor Experience Assistants and Duty Managers, and security.

Financial:

- Carry out any assigned sales activity – whether via café bar, or the visitor centre – positively and sensitively, so that all visitors are aware of all possible opportunities to support and engage with Creative Folkestone, including through related ticket sales, upselling food and beverage, or encouraging membership sign up or on-site donations.
- Alert the Assistant Venue Manager to any identified opportunities for increasing commercial income and profitability, in line with Creative Folkestone’s values and vision.
- Provide accurate and secure visitor-related transaction income handling across all assigned activities.
- Work to individual and team income targets, including on-site ticketing, food & beverage, merchandise, membership sales and individual giving.

Health, safety and security:

- Follow all licensing, health and safety, security and emergency requirements and procedures as agreed during all working hours.
- Act as main Duty Manager and First Aider during assigned Duty Manager shifts, alerting the Assistant Venue Manager of any concerns about information, training, procedures or processes that may arise.

Other:

- Comply with all Creative Folkestone policies and procedures.
- Undertake such duties as may be required to successfully realise the purpose of this role.

Terms and Conditions:

This is a casual position with frequent regular weekday and weekend evening working.

Applicants must be over 18 years of age and are required to show proof of age on application.

Full conditions are as per the written statement of employment.

Full training will be provided to deliver the key responsibilities.

PERSON SPECIFICATION

Essential elements should be demonstrated before and during employment in this role; desirable elements should be developed and maintained once in role.

KNOWLEDGE & EXPERIENCE	Essential	Desirable
1. Experience of duty managing at events/venues	X	
2. Experience of overseeing customer service best practice	X	
3. Some experience of loading items and analysing stock control reports using an EPOS till system or similar	X	
4. A good track record in accurate and trustworthy income handling management experience within a high-volume sales environment	X	
5. Experience in supervising a bar/café in multiple FOH roles	X	
6. Good understanding of licensing, health and safety requirements in a live events and hospitality setting.	X	
7. A good track record in responding positively to financial targets and delivering agreed sales goals	X	
8. Some experience of selling items through a computerised sales system, such as event ticket sales or similar		X
9. Experience working with external staff members, e.g. security and promoters		X
10. Some experience working in an arts or hospitality setting.		X
11. Some experience of selling tickets through Spektrix or similar computerised ticketing system		X
12. Broad knowledge of and enthusiasm for contemporary art and culture		X
SKILLS	Essential	Desirable
13. People management skills, and an understanding of the need to lead by example.	X	
14. Ability to learn new processes and absorb new information from various sources effectively (including training sessions, ad hoc discussions, online research and other written materials)	X	
15. Experience of conflict resolution, especially in a night-time setting	X	
16. Open to trying new ways of working	X	
17. Ability to adapt communication style according to customer needs and expectations	X	
19. Accurate numeracy skills	X	
20. Effective communication and professional relationship management skills	X	
ATTRIBUTES	Essential	Desirable
21. Calm, focussed and motivated under pressure	X	
22. Discretion and confidentiality	X	
23. Reliable and collaborative team-player	X	
24. Commitment to providing inclusive and accessible customer service to all	X	
25. Committed to Creative Folkestone's aims and objectives	X	