



DUTY MANAGER – CASUAL & FIXED TERM



School Girls; Or the African Mean Girls Play
Photo by Manuel Harlan



Accidental Death of An Anarchist
Photo by Helen Murray



Iphigenia in Splott
Photo by Jennifer McCord

We are the Lyric Hammersmith Theatre. We are the civic and creative heart of West London. We believe that everyone deserves to experience the life changing impact of theatre.

In our big, beautiful theatre, we tell stories that matter and work with exceptional talent to make ambitious, entertaining, inspiring shows for our audience in West London and beyond.

We remove barriers to engagement and ensure young people have the opportunity to discover the power of their creativity, shaping the future of British theatre.

We are inclusive, forward looking and unafraid of change – we are proud of our history and ambitious for our future. A local theatre with a national impact.

LYRIC VALUES

Work with integrity and respect

We support each other with kindness, openness and integrity. Together we celebrate our achievements and work collaboratively through our challenges.

Every day we learn and grow

We continue to ask questions, seek answers and share our learning with each other for the benefit of the Lyric.

Be ambitious and action-focused

We believe in excellence; we have a can do attitude, go the extra mile and ensure our ideas become actions.

Serve our West London community

We are here for the people of West London, every decision we make and action we take should benefit our community.

HOW TO APPLY

To apply for the post, please:

- Complete an **application form** in type or black ink. Use the Supporting Information section on the form to explain why you are interested in this role and how your experience and skills match the person specification.
- Return the **application form** by email to jobs@lyric.co.uk and complete an **online equal opportunities monitoring form**: <https://lyric.co.uk/equal-opportunities-form/>
- Do not submit CVs, as these are not accepted.

The deadline for receipt of completed applications is **10:00 Tue 15 Oct 2024**

Interviews will be held on **Tue 22 Oct 2024** and we anticipate the role will commence training in week commencing **Mon 28 Oct 2024**

If you would like to submit your application in another format or require this information pack in a different font or format, we would be happy to accommodate this. Please contact the Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk to discuss a suitable alternative. (Between 10:00am – 5:00pm, Monday– Friday)

DESCRIPTION FOR THE POST OF CASUAL & FIXED TERM DUTY MANAGER

Responsible to: Visitor Experience Manager

Contract: 2 role are available (1 casual and 1 fixed term)

Salary: £14.18 per hour

Hours/Days:
(Casual) Rotas will be drawn up 2-4 weeks in advance, based on the post-holder's availability and the needs of the business. Hours selected should include a variation of mornings and evenings to support our busy evenings of First Free nights and press nights. Minimum shift length of 3.5 hours.

Hours/Days:
(Fixed Term) Rotas will be drawn up in advance, based on the postholder's availability. Hours can include early mornings, late evening, weekends and bank holidays. Minimum shift length of 3.5 hours.

Mon 11 Nov 2024 – Sun 05 Jan 2025 (8 weeks)

Important Dates: The post holder would be required to work at least one of either Christmas Eve, Boxing Day, New Years' Eve. In addition to at least 4 full weekends during the period of their contract.

A possibility to continue this post on a casual contract at the end of the fixed term engagement.

Holiday:	The Lyric implements 'rolled up holiday pay'. This means that every time you are paid you will automatically receive holiday pay as a percentage of your pay for the hours worked, and it will be shown as a separate line on your payslip.
Notice period:	One week
Pension:	3% pension contribution after qualifying period
Other benefits include:	Season ticket loan, Cycle to Work Scheme, Employee Assistance Programme, Work from Home Policy, Staff Ticket Scheme including complimentary and discounted theatre tickets, and staff catering discounts

DEPARTMENT INFORMATION

The Visitor Experience team sits within the Lyric's Commercial Directorate, which is made up of:

- Commercial Director
- Visitor Experience Manager
- Visitor Experience Coordinator
- Senior Duty Manager
- Casual Duty Managers (this position)
- Casual Visitor Experience Supervisors
- Casual Visitor Experience Assistants
- Bars & Catering Manager
- Bars & Catering Head Supervisor
- Bars & Catering Supervisors
- Bars & Catering Staff
- Events & Hires Managers
- Hires & Bookings Assistant
- Casual Operations Support Assistant

MAIN PURPOSE OF POSITION

The Casual Duty Manager provides relief support to the Visitor Experience Management team. This role will, while on duty, take full operational control of the building and the visitor experience operation – which includes all customer contact points within the Visitor Experience, Bars & Catering, and Box Office departments – and will additionally be the Duty Venue Manager during performances, events and other activity.

This role has operational responsibility for the health and safety of all building users, including staff and public, coordinates the on-the-ground response to an incident, and acts as a key communications conduit between all operational departments, including Production, Facilities, Young Lyric, and the visitor facing teams.

PRINCIPAL DUTIES

VISITOR EXPERIENCE & OPERATIONS

- Act as the Lyric Duty Manager, taking total control of the visitor operation and experience while on duty. Be the main communications conduit between all operational departments (Visitor Experience, Production, Facilities, Young Lyric etc). In addition, be the Duty Venue Manager during events and performances.
- Maintain familiarity with the duties and responsibilities of all positions within the department, and provide relief cover where required
- Understand the objectives of the Licensing Act 2003 and its practical application in a venue and/or operational setting. Be aware of the operating conditions outlined in the Lyric's premises license and ensure its daily operation is in accordance with the license. Report any licensing issues or concerns immediately to the Designated Premises Supervisor
- Be a visible presence in the Lyric's public areas for staff and visitors, to monitor service level and performance
- Champion excellent customer service across all visitor facing teams, including Box Office, Bars & Catering, and Visitor Experience. Oversee the daily operation of, and provide direction to, these departments and ensure workloads and tasks are managed and completed effectively and in a timely manner.
- Provide advice, information, and empowerment to Visitor Experience, Box Office, and Bars & Catering staff on how best to respond to customer service issues. Respond to, and be the final point of escalation for, in-person complaints and feedback, and ensure these are logged and escalated appropriately in line with policy.
- Act as a brand guardian at all times, ensuring all Front-of-House areas (including the Lyric Bar and the Roof Garden) and signage are presented to the highest possible standard
- Report maintenance issues swiftly in line with Lyric reporting procedures
- Keep abreast of all Box Office policies, special offers, and related procedures, and maintain familiarity with the Lyric's Terms & Conditions of sale, Conditions of Entry, and be confident and comfortable in enforcing these
- Coordinate the response to an emergency situation. Maintain familiarity with the Lyric's Emergency Procedures and Disaster Recovery Plan, and be trained, competent and confident in their execution
- Carry out regular building health, safety, security, and presentation standards checks. Log and follow-up on the results of these as appropriate
- Carry out prompt incident reporting in the event of incidents, accidents, or near misses, in line with Lyric reporting procedures
- Support the development and implementation of a robust Access policy
- Support the wider commercial directorate in the implementation and delivery of front-line customer service policies, feedback and complaints policy, and overall customer experience strategy
- Manage the Lyric's lost property log
- Delegate operational duties and tasks (including where required, the set-up or pack-down of rooms) to the duty VE team as and when required

COMMERCIAL

- Support the delivery of the merchandise operation.

- Ensure all commercial sales areas are presented to a high standard and fully stocked
- Supervise the inventory management and stock control of all retail and confectionery items while on duty. Feedback to the Visitor Experience Manager and Commercial Director on retail performance and customer feedback.
- Support other commercial ventures across the organisation and be a champion for the visitor and end user of commercial services

TEAM MANAGEMENT

- Maintain the weekly rota for a team of casual staff
- Support the Visitor Experience Manager and Senior Duty Managers with the line management of casual staff, providing feedback on performance to the appropriate line manager and ensuring any praise and concerns are addressed and logged in line with Lyric policy and procedure
- Support the Visitor Experience Manager with the induction and training of Visitor Experience Supervisors, and Visitor Experience Assistants
- Motivate and encourage customer facing teams, ensuring that all staff on duty across all teams, share the same aspiration to provide the highest standards of customer service, through training, service monitoring, and evaluation and feedback

ADMINISTRATION

- Deputise for the Visitor Experience department's management team in their absence, and attend meetings as the Visitor Experience representative
- Carry out regular administrative tasks and duties as required by the Visitor Experience Manager
- Ensure all financial reporting policies and procedures are followed across all visitor facing teams

HEALTH & SAFETY

- Carry out dynamic risk assessments as appropriate and required by the on-the-ground operation to ensure public safety.
- Take responsibility for the Health & Safety of all building users while on duty. Address any Health & Safety concerns and report these in line with the Lyric's reporting procedure.
- Follow the Lyric's fire safety and emergency procedure, ensuring all teams working under your supervision are aware of emergency protocol
- Act as a duty first aider and be the first responder to all medical complaints and incidents on site, ensuring appropriate follow-up action and reporting is carried out within an acceptable timeframe
- Keep abreast, and understand the practical applications of, current Health & Safety legislation

GENERAL

- Assist the Visitor Experience Manager and provide general support
- Contribute to all areas of the department as necessary, taking on specific projects with respect to the development of the department
- Deputise for the Visitor Experience Manager as required

- Take on any other duties commensurate with the level of the post as required by the line manager
- Understand the requirements of the Equality Act 2010 and its practical applications to a venue and operational setting.

GENERAL DUTIES

- To adhere to the Lyric's Equality, Diversity and Inclusion Policy, Anti-Racism Strategy, Health & Safety Policy and any other policies or plans the Lyric may introduce in the future.
- Work at all times in accordance with the Lyric's Environmental Sustainability and Action Plan and proactively develop and encourage environmentally sustainable practice.
- To take an active role in your continuing professional development, identifying relevant training and professional development opportunities
- To act always in the best interests of the Lyric Hammersmith Theatre
- To undertake any other duties as agreed with the Line Manager as is appropriate to the post

This job description is a guide to the nature of the work required of this role. It is not wholly comprehensive or restrictive and may be reviewed as required.

PERSON SPECIFICATION

ESSENTIAL CRITERIA

- Experience of duty management in a similar sized venue
- Excellent problem solving and communication skills
- Fast thinker with a proven track record of making quick and difficult decisions
- Excellent administrative and time management skills
- Experience of leading, managing, and motivating a team, including delegating tasks managing team workload
- Experience of managing health and safety procedures, carrying out dynamic risk assessments, and implementing and documenting appropriate control measures
- Understanding of, and experience of operating within, the condition and objectives of the licensing act 2003 and the premises license
- Excellent customer care skills in a managerial or supervisory capacity
- Excellent cash handling skills
- Excellent IT skills including using MS Word, Excel and Outlook
- Able and willing to work shift patterns including early starts, late finishes, weekends and bank holidays
- Proactive and solution-focused.

DESIRABLE CRITERIA

- First aid, fire warden, and Food Safety (level 1 or level 2) trained (or willing to undertake training)

- Experience using various ticketing, rota, HR, bookings, and EPOS systems, preferably Spektrix, Parim, Artifax, and PointOne
- An interest in, and knowledge of, the Lyric's artistic programme, mission, and core values

EQUALITY & DIVERSITY

The Lyric values and promotes diversity and is committed to equality and opportunity for all. We are working actively to be an anti-racist organisation. Everyone who works with us is required to comply with and actively promote our Equality, Diversity and Inclusion Policy, and no job applicant or member of our workforce will receive less favourable treatment on the grounds of age, disability, gender, gender reassignment, marriage and civil partnerships, pregnancy and maternity, race, religious belief, sexual orientation, class or socio-economic background, trade union activity or political activity or opinion.

The Lyric Hammersmith Theatre has made a commitment that all applicants with disabilities who meet the essential criteria for this job will be invited to interview. We may use positive action, in cases where candidates are equally qualified, to increase the employment of under-represented groups at the Lyric.

The Lyric Hammersmith Theatre is proud to be a Disability Confident Committed Employer and supports parents and carers working in theatre.

APPOINTMENTS

All appointments are made subject to satisfactory references, proof of eligibility to work in the UK and are subject to an enhanced or standard Disclosure and Barring Service (DBS) disclosure.

LYRIC CONTACT DETAILS

If you have any questions about this role, you can contact the Lyric's Administration & HR Team on 020 8741 6822 option 2 or jobs@lyric.co.uk. (Between 10:00am – 5:00pm, Monday-Friday)

We look forward to receiving your application.