stage@leeds

School of Performance and

Cultural Industries

|  |
| --- |
| **JOB DESCRIPTION** |
| **Duty Manager – Student Support Worker**  |

MAIN PURPOSE OF JOB

As a member of our Duty Management team, working alongside the stage@leeds team, you will provide a high level of customer service. You will work with the general public and other theatre users – professional theatre and dance companies, student groups, PCI staff and students - enabling the smooth and effective running of the theatre and associated buildings. In addition to stage@leeds, the duty management team also manage performances in the Banham theatre (Michael Sadler building.)

SPECIFIC DUTIES

**stage@leeds**

1. Be responsible for opening/closing the stage@leeds building for theatre/studio users.
2. Be the nominated person in charge of the stage@leeds bar on performance evenings and for specific events.
3. Operating the computerised booking system for the box office.
4. Cash handling including credit/debit card sales and cashing-up.
5. Implementing security and safety measures in the building when the theatre is in use including monitoring of the foyer and auditorium.
6. Being fully conversant with (and where appropriate implement) the theatre’s emergency and evacuation procedures.
7. Ensuring that all public areas of the theatre complex are tidy and ready for opening prior to performances/events.
8. Manage the Front of House team for events/performances.
9. Liaise with the stage@leeds technical team as required.
10. Be a ‘first point of contact’ for all theatre users, assisting with all general enquiries and being conversant with the theatre’s facilities.
11. Interact with the general public in a cheerful and courteous manner.
12. Undertake any other tasks that can be reasonably assigned to you and which are within the scope of your role.

**Clothworkers Building South rehearsal rooms**

1. Be responsible for the School of PCI spaces and monitor access through the main entrance to the building (after 5pm).
2. Monitoring usage of specific rooms, including handling any issues with room bookings.
3. Ensuring that all rooms are tidy and ready for the next users and report any faults.
4. Being fully conversant with (and where appropriate implement) the emergency and evacuation procedures for the building.
5. Liaise with the stage@leeds technical team as required.
6. Be a ‘first point of contact’ for all PCI space users, assisting with all general enquiries and being conversant with the rooms and facilities therein.
7. Be responsible for closing the building to PCI room users.
8. Interact with the general public in a cheerful and courteous manner.
9. Undertake any other tasks that can be reasonably assigned to you and which are within the scope your role.

**Banham Theatre**

1. Ensuring that all public areas of the theatre complex are tidy and ready for opening prior to performances/events.

2. Manage the Front of House team for events/performances.

3. Liaise with the stage@leeds technical team as required.

4. Be a ‘first point of contact’ for all theatre users, assisting with all general enquiries and being conversant with the theatre’s facilities.

5. Interact with the general public in a cheerful and courteous manner.

6. Undertake any other tasks that can be reasonably assigned to you and which are within the scope of your role.