

THE THEATRE CHIPPING NORTON

2 Spring Street | Chipping Norton | Oxfordshire OX7 5NL

Dear Applicant,

Many thanks for your interest in the role of Deputy House Manager at The Theatre Chipping Norton. Please find enclosed further details, including Job Description and Person Specification.

If you wish to apply, please send an up to date CV along with a completed application form to administration@chippingnortontheatre.com.

Closing date: 10:00 on Monday 19th June 2017

Salary: £15,000 pa

Full time position with 20 days holiday, subject to a 6 month probationary period.

If you have any further questions or queries about the post, please contact Jo on operations@chippingnortontheatre.com or 01608 649 101.

Thanks for your interest.

A handwritten signature in black ink that reads "John Terry". The signature is written in a cursive style with a large initial 'J' and a distinct 'T'.

John Terry (Director)

Context:

Chipping Norton Theatre is a restlessly busy and ambitious theatre and arts centre in the Cotswolds. Bringing over 50,000 people every year to a town of little over 6,000, The Theatre delivers a year-round programme of theatre, comedy, music, film and participatory activities for audiences across the region. More recently, we have grown as a producing house, creating three major productions each year and growing a stronger and more loyal audience as a result.

The Theatre, sited in a Victorian former Salvation Army Citadel, is a charming and warm environment for this wide range of activities. In addition to the main 200+ seat auditorium, we have a range of workshop and rehearsal spaces and a gallery exhibiting local and national artists.

Our customer welcome is a key part of our success. Full of character, knowledgeable about the work we host, and deeply rooted in the local community, our front of house team consists of 2-3 established posts, a number of paid casual bar staff, and a large pool of hard-working volunteer ushers.

We are recruiting for a confident, warm and welcoming person to join our team as Deputy House Manager. This role is a mixture of administrative work, managing our volunteer Ushers, Duty Management of performances and servicing/stocking The Theatre's bar. It is a full time role, with flexible hours to include a decent proportion of evening and weekends. Some additional hours can be added should this be suitable for both parties.

The role would suit a recent graduate and we will always consider people with very little experience.

Deputy House Manager - Person specification:

Essential:

- Confident, enthusiastic and welcoming personality
- Appreciation of the elements of high quality customer care and experience of delivering these
- Computer literacy (Microsoft environment)
- Numeracy
- High level of personal organisation and planning ability
- Strong interpersonal skills
- Initiative and enthusiasm to find new ways to grow and develop the department
- Ability to lead others with sensitivity
- Willingness and capacity to work flexible hours, including regular evenings and weekends

Desirable

- Experience in a responsible role in a building open to the public, including event staffing
- First aid qualification
- Experience of working with or managing volunteers
- Knowledge of the entertainment/leisure environment
- Experience running or stocking a bar or equivalent
- Enthusiasm for the arts, in particular live performance
- Fire marshalling experience
- Knowledge of alcohol serving laws and licensing
- Driving license and independent transport *or* regular access to private motorised transport facilities

Deputy House Manager 2017

The Chipping Norton Theatre Ltd
2 Spring Street, Chipping Norton, Oxfordshire, OX7 5NL

Job Description

The Deputy House Manager is responsible to the House Manager.

These posts lead on quality and delivery of customer care and service in the Front of House area. This involves FoH management for public and private events at the Theatre, planning for day-to-day staffing and cover as well as recruitment, training and management of new paid or unpaid staff (ushers, bar staff, other casual or temporary staffing as required).

Hours will be worked daytime, evening and weekend according to rotas.

The primary responsibilities of the role are:

Duty Management

- To act as the duty manager at public performances and private events (on a rota basis) and to have overall responsibility for the building at these times.
- To manage all aspects of customer care to ensure the comfort and safety of the public at all times and especially during performances. This includes ensuring that our policy and practice adheres to current legislation on fire, health/safety (front of house emergency lighting, means of escape, etc.), building security and receiving complaints.
- To ensure that performances commence on time (unless there are extenuating circumstances) and run smoothly.
- To represent the licensee during bar opening hours and to ensure that all licensing conditions are adhered to.

Staffing and administration:

- To work alongside the House Manager to ensure that the Theatre is appropriately and adequately staffed for all live performances, film shows, hires, corporate events, outside training sessions, youth theatre sessions on other premises, Gallery opening hours etc. This role will contribute significantly to drawing up rotas for staff and volunteers, and acting as a central point of contact for everyone working in the department.
- To assist with recruitment, induction, supervision and management of ushers and ensure ongoing support and training for them
- To assume all administrative duties relevant to the role, becoming a central part of the orderly running of this busy department.

Bar

- Alongside the House Manager, to participate in managing the bar operations and systems to ensure efficient service and maximise trading revenue.
- Take primary responsibility for
 - record-keeping and sales systems.
 - stock control
 - bar rotas and systems to record accurately bar staff hours worked

Quality of service

- Ensure consistent high standards of service, including the welcome, physical presentation of staff and premises, staff attitude to customers and maintenance of good health and safety standards.
- Ensure efficient communication both ways between management, staff and customers to deliver job satisfaction for staff and a professional service to customers.

Appearance of public areas of the Theatre

- Take joint responsibility for maintaining a clean, smart, efficient and safe environment for staff and customers
- Work with the Marketing staff to ensure that all information presented in public areas of the building about the Theatre's programme is clearly displayed, kept tidy, up to date and accessible.

New projects and maximising revenue

- Take project responsibility as agreed and deliver on specific new initiatives, agreeing relevant budgets with General Manager, tracking investment and new revenue yield.

Other duties

- Deputise for the House Manager when required, including attendance at the weekly staff meeting. A broad understanding of all areas of Front of House operations will be necessary for this role.
- To act as a key holder and be available for emergency call outs by security services.
- Other duties that may be requested from time to time.

JL, April 2017