

Freelance Duty Manager (casual)



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Job description:

Responsible to:	House Manager and Centre Manager
Hours:	Hours are offered on a casual basis, predominantly evenings and weekends, typically 3 – 6 shifts per month
Place of work:	Ropetackle Arts Centre
Pay:	£12-14 per hour, depending on experience

About:

Ropetackle Arts Centre is a thriving arts hub in Shoreham-by-Sea, West Sussex, seven miles from Brighton. We run a diverse arts programme of events from live music to comedy, family shows to spoken word, featuring some of the best national and international performers.

We are looking to recruit new freelance Duty Managers who are personable, organised, and responsible. Duty Managers play a major role in the delivery of high quality customer service at Ropetackle events.

This role includes leading the front of house operation during events, co-ordinating volunteer stewards and bar staff, and overseeing the safe running of the venue. This position carries considerable responsibility as the Duty Manager will regularly be left in charge of the building.

Main responsibilities:

- Leading the front of house operation during events
- Being a keyholder, required to unlock/secure the building at the beginning and/or end of each shift
- Supervising volunteer stewards and bar staff
- Undertaking the safe evacuation of the building during any Fire Alarm activations
- Monitoring and maintaining the security of the building and safety of the public
- Monitoring the general cleanliness and tidiness of the public areas within the building
- Liaising with visiting artists and agents and facilitating riders
- Providing a front of house report at the end of each shift
- Abiding by Ropetackle policies and procedures including health and safety
- Other duties as may from time to time be reasonably required, e.g. serving behind the bar, cashing-up

Personal specification:

Essential

- Experience of working in a customer-focused environment
- An understanding of high quality customer service
- Good organisational skills
- A positive 'can do' approach
- Ability to manage manual handling, including lifting and carrying
- Excellent communication skills, both written and verbal

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- Ability to work unsupervised and as part of a team
- A genuine interest in the arts

Desirable

- Experience in front of house and event management in the entertainment or hospitality industry
- Own means of transport (for getting home after late shifts)
- First Aid qualification
- Experience of working behind a bar
- Supervisory or management experience of paid or voluntary staff
- Experience of cashing up tills

How to apply:

Please send your CV and a cover letter, including your typical availability, to Adam Self:
housemanager@ropetacklecentre.co.uk

Closing date: Mon 28 Feb, 5pm

Interviews planned for 1-3 March, with training from week commencing 14 March.