**Job Description**

**Senior Duty Manager**

**About Omnibus**

Omnibus Theatre is a multi-award-winning independent theatre in Clapham, South London. Finalist in the Fringe Theatre of the Year 2020 and 2023 The Stage Awards, Off-West End Award winner 2018 and 2020, and recipient of the Peter Brook/Royal Court Theatre Support Award in 2016. The heart of the organisation’s ambitious programme lies in classics re-imagined, modern revivals and new writing. Omnibus Theatre also provides a platform for LGBTQ+ work and aims to give voice to the underrepresented and challenge perceptions. Since opening in 2013 notable in-house productions include Woyzeck (2013), Macbeth (2014), Colour (2015), Mule (2016), Spring Offensive (2017), Zeraffa Giraffa (2017), Queens of Sheba (2019), The Little Prince (2019), RICE! (2021), The Human Connection (2021), The Girl Who Was Very Good At Lying (2021), FIJI (2022), SAD (2022), DRUM (2022), The Woman Who Turned into a Tree (2023) and Compositor E (2023).

Omnibus Theatre is led by Artistic Director Marie McCarthy and Executive Director Bridget Kalloushi. Patrons include Dame Judi Dench, Sir Lord Michael Cashman, Paulette Randall MBE and Rikki Beadle- Blair MBE

**General**

Omnibus is seeking a personable, proactive and committed **Senior Duty Manager** to operate within and manage the Front of House department, working primarily at Box Office, but also in the café-bar lead, manage and supervise the front of house team in consultation with the Operations Manager. This is a permanent contract. The role is 32 hours per week working on a shift pattern which involves mainly evenings and weekends.

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| Shift Pattern |  |
| Mon | 6pm - close |
| Tues | 6pm - close |
| Wed  | 6pm - close |
| Thurs | off |
| Fri | off |
| Sat | 3.30pm - close |
| Sun | 3.30pm - close |

This job description is a guide to the nature of the work required of the **Senior Duty Manager**. It is neither wholly comprehensive nor restrictive and therefore does not preclude change or development that will inevitably be required in the future.

**The Building**

Our spaces consist of:

* The theatre - an end on studio which has the ability to be adapted into a variety of flexible configurations (capacity 90-110)
* The Common Room - a medium sized ground floor room which can be used for meetings, rehearsals, seminars and as an informal performance area (Capacity 70)
* The Upstairs Studio – a large room on the first floor which can be used in a similar way to the Common Room but also for larger events such as parties, concerts and performances. (Capacity 80)
* The Cafe-bar – a great space selling a variety of beer, wine, spirits and snacks, with hot food being served Friday-Sunday. (Capacity 70)

Our spaces cater to a variety of companies ranging from theatre, production companies, local organisations and businesses, residents and families wanting a one-off event or regular/return hires.

With daily hires of many of the rooms in the building, and including the Omnibus staff, there can be anywhere from 10-35 people in the building Monday through to Friday.

Weekends are busy at Omnibus with a Youth Theatre Programme on Saturdays throughout term times. Sundays hosts music events, regular hires as well as additional theatre events and one-off parties/events.

The café-bar is open to the public weeknight evenings and all-day Friday, Saturday and Sunday.

We can offer bespoke catering to hirers and provide access to teas, coffee and light snacks. We have a pop-up bar which can be located in any of the rooms or outside during the summer months when we often host music events outside.

The successful candidate would be expected to cover duty management shifts for evening and weekend events as well as some occasional daytime hours to assist with logistical planning, training and staff supervision.

**Main duties and responsibilities:**

**General**

* Ensuring the efficient running of the Front of House department
* Responsible for overall customer service
* Providing a safe, tidy and welcoming working environment within the building for all in-house and visiting company staff
* To be responsible for checking, tidying, storing and resetting the rooms back to their original state ready for the next user and maintaining proper storage of the building's equipment such as projectors, flip charts, tables etc.
* To attend weekly logistics meetings in planning the requirements for events in the week ahead.
* To maintain constant communication and consultation with the Operations Manager and Venue Technician to ensure smooth running of the building and its activities.
* Ability to cover Operations activities in the absence of the Operations Manager.

**Duty Management**

* Responsible for the health and safety of the public and the building during events
* Ensuring that the rooms are set up adequately, are clean/tidy
* Ensuring emergency exits are kept clear and accessible
* Training new volunteers
* Briefing the volunteers before the event
* Coordinating the volunteers and each area of the building in use and staying visible.
* Maintaining constant communication in order to anticipate problems as they may occur.
* Liaising directly with technicians/stage managers/producers/hirers in terms of meet and greet, running through evacuation procedures, show times, intervals, late-comers
* Opening of the house
* Writing and sending out of nightly DM report
* Locking up and securing the building at the end of each shift
* Can provide basic tech support in studio spaces and café-bar (training to be provided)
* Correctly processing petty cash expenses

**Box Office**

* Opening of the house
* Put events on sale
* Assist in the managing of press nights
* Updating zettle with tickets and other items at correct prices
* Selling memberships

**Cafe-bar**

* Welcoming and serving customers
* Operating the till
* Preparing food (snacks, cakes and heating food) to order
* Maintaining a clean and hygienic working environment to current legislative H&S levels
* Ensuring the bar/cafe is clean, tidy and set up in readiness for public use.

The role will suit someone with a passion for venue management and customer service within an arts environment, a good communicator, someone who is well presented and has a supportive nature who will be able to ensure all our companies/artists receive a great and comprehensive service. The ability to work well under own supervision, lead and work as part of a team, is essential.

**Person Specification**

**Essential**

* Strong leadership skills
* Experience of working in a front of house environment for a theatre or arts centre, or other similar venue
* Excellent customer service skills
* Excellent teamwork skills
* Experience of recruiting and training staff
* Experience of managing and working with volunteers
* Experience of working in a high use building
* Working knowledge of health and safety (personal/workers)
* Working knowledge of health and safety practices for public buildings (signage, exit paths etc.)
* Ability to multitask
* Willingness to work unsociable hours
* Can implement FOH procedures
* Is aware of Health & Safety: FIRE procedures, Fire and access regulations, security requirements, Fire drills

**Desirable**

* Strong IT skills
* Experience of bar and/or catering service
* Manual handling skills
* Basic handyman skills
* Theatre technical skills
* First aid trained
* Knowledge of box office systems