

Job Description Senior Duty Manager

About Omnibus

Omnibus is a theatre housed in a converted Victorian library overlooking Clapham Common, London SW4. The building is home to a 110-seat studio theatre, a café/bar and two performance and rehearsal spaces which host a diverse and high-quality programme of work. Our iconic building is central to the work we create, with the building innovatively re-imagined for different performances including site-responsive and promenade productions. Our vision is to be a space for arts and ideas, connections and discoveries.

General

Omnibus is seeking a personable, proactive and committed Senior Duty Manager to operate within and manage the Front of House department and to lead, manage and supervise the front of house team in consultation with the Head of Operations. The role is full time (40 hours) per week working on a varying shift pattern which involves mainly evenings and weekends.

Shift Pattern

Monday: 3pm – close

Tuesday: 3pm – close

Wednesday: 12.00-20.00

Thursday: Off

Friday: Off

Saturday: 4pm – close

Sunday: 3pm - 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 can 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 Studio Upstairs – 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)

OMNIBUS THEATRE

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. Sunday's hosts music events, regular hires as well as additional theatre events and one off parties/events.

The café and Bar are open to the public when required by hirers and events, and in particular during the evenings from 6pm to 11:30pm, supporting all programmed events within the building.

The successful candidate would be expected to cover duty management shifts for evening and weekend events as well as some 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 and in the absence of The Operations Manager, lead the weekly logistics meetings in planning the requirements for events in the week ahead
- To maintain constant communication and consultation with the Operations Manager and Technical Manager to ensure smooth running of the building and its activities.

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
- Over-seeing the box office set up adequately
- Training new Duty Managers
- 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

OMNIBUS THEATRE

- Writing and sending out of DM/FOH report
- Locking up and securing the building at the end of each shift
- Can provide basic tech support in studio spaces (training to be provided)

Box Office

- Put events on sale
- Assist in the managing of press nights

Volunteer Co – Ordinator

- Manage recruitment of volunteer ushers
- Manage volunteer rota
- Train volunteers

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

Desirable

- Strong leadership skills
- Experience of working in a front of house environment for a theatre or arts centre
- Excellent customer service skills
- Excellent teamwork skills
- Experience of recruiting and training staff
- Experience of managing and working with volunteers
- Knowledge of box office systems
- 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
- Strong IT skills
- Manual handling skills
- First aid trained

OMNIBUS THEATRE

TERMS

This is a full-time position for a maximum of 40 hours per week.

Reporting to Operations Manager

Salary: £27,352 per annum.

How to Apply

We welcome applications in different formats - written, video or audio. Please feel free to send your application in whatever format is most accessible to you.

To apply, please send:

- A CV detailing your work/education history
- A statement explaining your suitability for the role in relation to the person specification and job description
- Details of two relevant professional/academic referees. One must be your last or current employer
- A completed Equal Opportunities monitoring form - available on the job advert page on our website

to marie.mccarthy@omnibus-clapham.org