JOB DESCRIPTION

JOB TITLE:	Seasonal Duty Manager
HOURS:	28 hours per week, with occasional additional hours
WORKING DAYS:	Monday to Thursday
CONTRACT PERIOD:	2 Months (December – January)
REMUENRATION:	£15.50 per hour
LOCATION:	London, NW3
REPORTING TO:	Head of Building and Facilities
ANNUAL LEAVE:	28 days (incl. Bank Holidays) *pro rata* + Jewish Holidays that fall on working days

PURPOSE OF ROLE

The Seasonal Duty Manager will oversee the safe and effective day-to-day operations of JW3 during a particularly busy period for our centre. We will have a winter market, pop up restaurant and pantomime all happening at the same time and this role will be integral in ensuring that these run smoothly and successfully.

RESPONSIBILITIES

- Act as the representative of JW3's and the premises license holder, with the delegated full authority of the Chief Executive.
- Help make JW3 a welcoming and inviting place for our visitors through greeting, answering questions and providing direction.
- Undertake duty management for a diverse range of events, holding responsibility for the safety and welfare of all public, staff, visitors and the building, ensuring that JW3's license conditions, and reputation are upheld.
- Oversee the safe and effective day to day operation of JW3, ensuring that operational policies and procedures, and safety requirements are upheld.
- Act as the principle operational contact for the winter market, pop up restaurant and pantomime.
- Coordinate activities across the different events and operational areas, managing competing demands, identifying potential conflicts and ensuring effective communication between teams.
- Oversee onsite contractors, including inductions, work permits and allocation of working areas.
- Undertake occasional administrative duties assigned by the Head of Building and Facilities or the Facilities Coordinator.
- Liaise with events' organisers, programmers, contractors' technical teams, catering staff and other internal departments to ensure operational requirements are met.
- Brief, support and lead ushers and other front of house staff, ensuring responsibilities are clear standards of service and audience safety are maintained.
- Act as the health and safety lead whilst on shift, monitoring operational risks, responding to incidents and ensuring accidents, near misses and other relevant issues are recorded and reported to the Head of Building and Facilities.
- Monitor crowd movement, room capacity, access routes and emergency exits ensuring that the building remains safe and emergency procedures can be implemented.

- Respond promptly and professionally to operational issues, visitor complaints, incidents and unexpected changes, confidently escalating matters where necessary.
- Conduct operational checks throughout the building, identifying maintenance, housekeeping, security or safety concerns and ensuring that appropriate action is taken. Ensure identified technical and maintenance issues are reported to the operations team.
- Through checks and with the support of production and the Building and Facilities team, help ensure that the building is prepared for events and venue hires.
- Support the overall success of the winter market, pantomime and pop-up restaurant by ensuring that activities are coordinated, visitors receive a positive experience and JW3's reputation is upheld.
- Help support the food bank through facilitating collections from service users and accepting food donations.
- Accept deliveries with the support of the security team and help to maintain the delivery log.
- Where necessary, support the housekeeping team with room set ups ensuring that what has been requested is delivered.

ESSENTIAL SKILLS AND EXPERIENCE

- Ability to navigate competing priorities and manage time sensitive or high-pressure situations in a calm, professional manner.
- A confident decisionmaker in a fast-paced environment, with credibility to obtain the support and cooperation of customers, volunteers and colleagues.
- Experience of successfully coordinating several events simultaneously
- Highly organised, with the ability to manage time effectively between duty management and desk-oriented tasks
- Passionate about providing a positive customer experience
- Able to interact confidently and build strong working relationships with a range of stakeholders at all levels
- Proactive and solution-focused, with an ability to take initiative
- Thorough and methodical approach to work, with strong attention to detail
- A professional, confident and warm manner with the public
- Friendly and approachable, with an ability work collaboratively and effectively with others
- Able to draw key information from a range of sources to help inform decision-making
- IT proficient, with a willingness to learn efficient use of any other systems/databases

DESIRABLE

- Experience of working in a relevant position at an arts venue, live performance venue, theatre or cinema
- Experience with use of Artifax and Spektrix
- First Aid qualification
- Basic AV, technical, and building understanding