



<b>JOB TITLE:</b>	<b>DUTY MANAGER</b>
<b>HOURS:</b>	<b>Full time.</b> <b>This role includes working on evenings, bank holidays and weekends.</b>
<b>LOCATION:</b>	<b>London, NW3</b>
<b>REPORTING TO:</b>	<b>Facilities and Operations Manager</b>
<b>ANNUAL LEAVE:</b>	<b>20 days (pro rata)</b>
<b>SALARY:</b>	<b>£22-26,000 pa depending on experience</b>

#### **ABOUT JW3:**

JW3 is a non-profit Jewish Community Centre based in London NW3, open to all, regardless of race, religion, belief, gender, sexuality, ability or age. We opened our doors in October 2013 and currently receive around 200,000 visits each year to our purpose built centre that houses a Cinema, Restaurant, Bar, Café, Nursery, and over a dozen spaces where a year-round programme of over 6,000 activities takes place, including adult education, language classes, theatre, music performances, youth programmes, after-school activities, food & drink workshops and demonstrations, parties, 'big name' talks and debates, films, family programmes and more. We are a registered charity and a company limited by guarantee.

*Our Vision is of a vibrant, diverse, unified British-Jewish community, inspired by and engaged with Jewish arts, culture, learning and life. Our Mission is to increase the quality, variety and volume of Jewish conversation in London and beyond.*

#### **PURPOSE OF ROLE:**

The Duty Manager has the overall responsibility for the successful on-the-day delivery and operational excellence of JW3 events and activities; maintaining staff, visitor and building welfare at all times whilst on duty.

#### **SPECIFIC RESPONSIBILITIES & DUTIES:**

##### **Management**

- To take responsibility for the operational management of the premises to provide a safe environment for all users.
- To ensure events and functions are managed to agreed timetables and liaise with key staff to ensure the smooth running of the event. This will include facilitating and/or leading a staff briefing on all relevant details for events to include box office and technical staff together with restaurant staff as appropriate
- To be responsible for ensuring the highest standards of customer care.

##### **General**

- To maintain a physical presence in the building at all times and brief relevant staff as necessary.
- To be the principal contact for all staff, service partners, volunteers and visitors when dealing with problems or issues that arise.
- To deal with any customer/employee complaints or grievances that may arise.
- To ensure cleanliness of the building and ensuring that building users observe good conduct and behaviour.
- To carry out visual building inspections to ensure that the presentation of the building both internally and externally meets very highest standards.
- To be aware of and adhere to the JW3 operating procedures and emergency action procedures.
- To communicate and co-ordinate with security and facilities management to resolve building management issues.

- To undertake any other reasonable additional duties as directed by the senior management team.

### **Health & Safety**

- Be aware of the safety features of the building and any particular significant risks on the premises.
- To co-ordinate with the Security team to ensure the safe evacuation of all building users including members of the public and employees in an emergency situation as per the buildings emergency procedures.
- Arrange first aid as required and ensure that all incident and accident reports are completed accordingly.

### **Promoting and Representing JW3**

- Protect and enhance the reputation of JW3, presenting the organisation in an appropriate and professional manner to stakeholders.
- Act as an advocate for the impact of JW3's work where appropriate.
- Build appropriate relationships with relevant organisations to raise JW3's positive profile.

### **Key Contacts/ Communication Links**

- All JW3 Staff, Customers, Hirers, Contractors, General Public

### **PERSON SPECIFICATION**

**All staff must wholeheartedly buy into JW3's mission, vision, values and guiding principles. A belief in the importance of inclusivity and working cross-communally, and a commitment to high quality Jewish engagement, arts and culture, and community building is critical.**

### **Essential Skills and Experience**

- Previous experience in Duty Manager/Front of House/Reception/Box Office settings.
- Successfully working under pressure whilst maintaining calm, with multiple demands and in a busy environment.
- A confident and friendly manner with the public and a professional/smart appearance.
- Motivated, highly organised, with initiative and good time management skills.
- Able to interact confidently and build relationships with a wide range of types, at all levels.
- Extremely thorough – with attention to detail and strong organisational skills.
- A pro-active and creative approach to problem solving.
- Solid, appropriate level of IT skills and experience, including using Word, Excel, internet, Outlook and databases.

### **Desirable**

- Experience working in a relevant position at an arts venue, live performance venue, theatre or cinema.
- Working in a 'customer service' role, in the profit or non-profit sector.
- A demonstrable personal interest in and experience of the arts, culture and Jewish life.
- Experience of working successfully with Artifax and Spektrix.

### **Personal Qualities**

We are looking for someone who:

- Shows commitment to furthering JW3's vision and goals.
- Is articulate, charismatic and dynamic.
- Strong teamwork and communication skills with a positive attitude.

- Has a proactive and flexible approach to work, including a willingness to work outside their regular hours – e.g. in the evenings, weekends and Bank Holidays - as required. NB, to serve the needs of a community Centre that operates 15 hours per day for 6-7 days per week, all JW3 staff may be required to work outside their 'normal' working hours at times.

**Benefits of the role:**

In return for your hard work, commitment and success as an integral part of the JW3 commercial team, you can expect:

- Access to a fantastic range of events ranging across Arts, Culture, Politics, Education and Film
- Some flexibility with your office hours
- To be part of a charity that makes a real difference to our community and wider society
- To be given a level of independence and enjoy a hands-on role
- To be a voice that's heard through all levels of the organisation and affect change
- Opportunities to work with and learn from lay advisors who are experts in the field
- Training and development opportunities