



arts depot

Duty Manager

Job Application Pack



Introduction

Thank you for your interest in the Duty Manager role at artsdepot. Before you complete your application, please read the information included here carefully. These notes are intended to help you make the most of your application.

artsdepot strives to be an equal opportunities employer. We are committed to having a workforce that is representative of the community it serves at all levels of the organisation. We therefore welcome applications from all backgrounds and all sections of the community.

We look forward to receiving your application.

About artsdepot

artsdepot's vision is to be a creative home for everyone. Our mission is to reach all families in Barnet by 2027 and we do this through focusing on artsdepot as a destination, as a sector leader and our work across the borough. The Visitor Services team plays a key role in ensuring we fulfil our mission and vision.

artsdepot is a leading multi art form venue and cultural hub in North London. Our venue includes a 395 seat main theatre, 150 seat studio theatre, gallery, Creation Space, dance, drama and art studios, café and bar and other public spaces.

Every year, we welcome over 162,000 people to watch, learn or be inspired by our programme of shows and events.

We are host to undergraduate performing arts college London Studio Centre, who have a suite of studios and facilities both on and adjacent to our site.



This opportunity

The role will oversee the safety, wellbeing and customer care of visitors and audiences, supervise casual Visitor Services Assistants, liaise with internal departments such as technical and be a point of contact for visiting companies, hirers, producers and artists.

Our Visitor Services team is responsible for the day to day running of our visitor facing operations and ensuring a good standard of customer care and Health & Safety.

This role is a great opportunity for someone who loves working with a broad range of people and communities and is enthusiastic about delivering excellent customer service.

Working at artsdepot

The Duty Manager will usually be based in the Visitor Services Office on the Ground Floor of artsdepot's building. It is a shared office space for the Visitor Services team.

The role includes using a computer and communicating via phone and video calls, email and in person. It involves regular meetings and moving around our four storey building.



How to Apply

Please make sure you have read fully the Job Description (including person specification) within this pack and the accompanying information. The principal responsibilities of the post are listed. This is not an exhaustive list, but the job description gives an idea of the purpose and scope of the role.

To apply please submit a covering letter (up to two sides of A4) and curriculum vitae (CV).

In the covering letter, you have the opportunity to outline your suitability for the post by telling us about your interests, experience and skills that relate to the role and person specification. The skills and personal qualities listed are required for the effective performance of the post; you can demonstrate your suitability through workplace, voluntary work or alternative experience.

Outlining your suitability for the post

How you outline your suitability for this role in your covering letter (up to two sides of A4) determines whether or not you are shortlisted and invited for interview. It is helpful if you go through the person specification and tell us exactly how you meet it.

Please email your cover letter, CV and Equal Opportunities Form to recruitment@artsdepot.co.uk. You are welcome to submit your application in a different format if you would prefer (video, audio recording), please email it to recruitment@artsdepot.co.uk.

Please note: this role has a rolling deadline. Applications will be reviewed as they come in and recruitment will stop when we have found a suitable candidate. We recommend that you apply as soon as you are able.

Successful shortlisted applicants will be invited to an interview at artsdepot, 5 Nether Street, Tally Ho Corner, North Finchley, N12 0GA.

If you would like support with access requirements please contact Zoe by email at recruitment@artsdepot.co.uk or call 020 8369 5454. If you would like to have an informal chat about the role, please contact sayak.mukherjee@artsdepot.co.uk.



The Shortlisting and Interview Process

Shortlisting is carried out purely on the information contained in the cover letter and CV. Candidates are assessed anonymously against the attributes of the person specification, and if these are not met, or if there is insufficient detail to make a judgement, the application is rejected.

All candidates shortlisted for interview will be sent the interview questions approximately 24 hours in advance.

Equal Opportunities Commitment and Monitoring

artsdepot is committed to encouraging diversity and eliminating discrimination. Our aim is that our workforce will be truly representative of all sections of society and that each individual feels respected and able to give their best.

As part of our commitment to developing our workforce to be reflective of our communities we are particularly encouraging of applications from individuals who are ethnically diverse, disabled, LGBTQI and from lower socio-economic backgrounds. artsdepot is a Disability Confident Employer.

Please enclose the completed monitoring questionnaire with your application. When the applications are received, the EO questionnaires are removed before any decision on shortlisting is made.



Job Description Duty Manager

Purpose of Post

The purpose of the Duty Manager post is to:

- Ensure our busy site is safe and secure.
- Present artsdepot as a friendly and welcoming destination in which to work, perform and visit and provide an inclusive, accessible, efficient, and knowledgeable experience for all visitors and staff.
- Ensure our site and working areas are well maintained and presented.

Reports to: Senior Duty Manager

Management of: Visitor Services Assistants and Volunteers

Principal Responsibilities

- Oversee the daily general management of the building and take responsibility for opening and closing of the venue.
- Be responsible for the presentation of the premises ensuring that high standards are always maintained.
- Raise maintenance issues through appropriate channels and liaise with suppliers directly when required, to ensure the venue continues to run smoothly.
- Take a proactive approach to resolving issues. Follow up so that ongoing issues are fixed permanently.
- Be a visible presence in the venue, present on the floor at most times and be available for staff and visitors.
- Act as the central point of contact, delegating tasks and remaining calm under pressure across a busy site.
- Organise, lead, and attend pre-event briefings with the Visitor Services Assistants and ensure that they offer a good customer service.
- Oversee stewarding positions, merchandise retail points, and undertake other duties at the venue and occasionally at other locations.
- Perform various office administrative duties and complete daily duty management reports.
- Work across departments including Programming, Marketing, Technical and Hires teams to deliver events to the required standard.
- Contribute to reviewing and developing policies & procedures, ongoing projects and building upgrades in conjunction with the Head of Operations.



Safety and Security

- Work closely with the Head of Operations, Senior Duty Manager and building control to ensure the security and safety of all visitors to artsdepot and events.
- Conduct checks to ensure a safe working environment throughout the premises.
- Ensure all Health & Safety policies and procedures are understood and adhered to.
- Contribute to the development and implementation of security procedures in accordance with the demands of the business.
- Maintain an excellent knowledge of artsdepot's fire safety and evacuation procedures and in the event of an emergency, facilitate the evacuation of the public with clear and confident directions.
- Act as a first aider and ensure that there is an appropriate level of first aid cover across the teams and that they are sufficient.

Customer Service

- Be a role model to the team, including by demonstrating exemplary standards of customer experience for all staff and visitors to artsdepot.
- Be helpful, friendly, and positive in all dealings with the public and other staff members.
- Resolve customer concerns and escalate where appropriate.
- Lead on the assistance of visitors with access requirements.

Values

- Represent artsdepot and its values, ensuring visitors feel welcome and included.

In addition, to undertake any other duty or responsibility that may reasonably be allocated by the Head of Operations, Chief Executive or the Board. It is a requirement of the Trust that all staff work in a flexible manner compatible with their jobs and in line with the objectives the Trust must fulfil. Please note that the job description for this position may be reviewed and amended to incorporate the future needs of the department and the organisation.

Personal Specification

Essential

- An experienced leader of customer services teams, you will be confident in leading diverse teams, preferably working within mid-scale venues.
- Proven experience in managing people.
- A diplomat who can diffuse difficult situations with a calm positive approach using a range of communication styles.
- Good understanding of health & safety principles and requirements.
- Holds a valid SIA certificate (or a willingness to obtain one during probation at artsdepot's expense).
- Holds a valid first aid certificate (or a willingness to obtain one during probation at artsdepot's expense).
- Ability to provide high quality customer service.
- Good communication and interpersonal skills.
- Proactive with excellent organisational skills.
- Proven ability to analyse situations and solve problems.
- Ability to work calmly under pressure and prioritise issues.
- Excellent time management skills including punctuality.
- Good office administrative and IT skills, including experience of using Microsoft Office 365.
- Ability to carry out physically demanding duties.
- Passionate about live performance and working in an arts centre.

Desirable

- Valid fire marshal training.
- Experience of Artifax and Spektrix software.
- A broad knowledge of the arts industry.



Conditions of Service

- Salary is £26,250 per annum.
- This role is offered on a 1 year contract.
- Working hours are 40 hours (5 days) per week.
- Regular opening hours of artsdepot are from 8am until 10pm, seven days a week, with later opening on occasion. This post will operate over a seven day rota, Monday – Sunday, created by the Senior Duty Manager. You will be required to work days, evenings, weekends and some public holidays as well as a minimum of 4 shifts during the period of 23 December – 3 January.
- You will be able to take 25 days annual leave excluding statutory public holidays.
- You will be expected to actively participate in the implementation of artsdepot's policies with regard to equal opportunities, safeguarding and health and safety.
- The Job Description outlines the duties required of this post to indicate the level of responsibility. It is not a comprehensive or exclusive list and duties may be varied from time to time. This will not change the general character of the job or the level of responsibility outlined.
- Probationary period of 3 months.
- Period of notice is 1 month.



Photos are from artsdepot activities between 2018 and 2020 including: **TogetherFest** and **The Storytelling Igloo**, and performances including: **Ready Steady Lift Off** by A Line Art, **8 Minutes** by Alexander Whitley Dance Company, **Bromance** by Barely Methodical Troupe, **Black is the Colour of My Voice** by Apphia Campbell, and **All Wrapped Up** by Oily Cart.

Photography by **Katie Burse, Suzi Corker, Becky Dann, Johan Persson, Andrew Twesigye.**

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