



JOB DESCRIPTION

Dare:	January 2018
Job Title	Deputy Theatre Manager
Reports to:	Theatre Manager
Job Purpose:	In conjunction with the Theatre Manager and Assistant Theatre Manager, maximise the profitability, service and presentation of the theatre through the effective management of staff, inventory and administrative resources. To ensure a safe environment for all visitors and staff within the theatre by observing and implementing the company's Health & Safety Policy.

Main duties:

Administration

Maintain up-to-date and accurate staff personnel records and to ensure that all staff are issued with Company starter packs including Contracts of Employment in accordance with employment law.

To oversee and ensure that adequate stock control procedures are in place for all saleable goods and all relevant paperwork, spreadsheets, stock books, sales ledgers etc. are being regularly and accurately maintained.

To oversee and ensure the security and accurate banking of all monies generated by the Front of House sub-sales operation and to ensure that all paperwork and spreadsheets are completed correctly and sent to the relevant personnel/departments at Head Office.

To establish and maintain an accurate and clear key system with duplicate sets for emergencies.

To maintain an accurate record of tenders, quotations, orders, invoices and delivery notes for goods or services provided.

To ensure that accurate wages information is submitted weekly in a timely manner as required by the Payroll Department.

In conjunction with the Theatre Manager, to respond promptly to all correspondence relating to general enquiries and customer complaints etc.

The weekly compilation of security and H&S checklists for Front of House staff and the Fireman and to oversee and ensure the regular completion of such.

Maintenance

To assist the Theatre Manager in the production of maintenance, replacement and capital expenditure budgets.

To assist the Theatre Manager in identifying and implementing an ongoing and prioritised repairs and maintenance programme across the whole theatre through the effective use of in-house staff, works department and external resources.

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To assist the Theatre Manager in ensuring that regular maintenance checks of all areas are undertaken and a record kept.

To ensure the best possible service from cleaning contractors by conducting regular inspections of backstage, front of house and external areas.

To inform the Theatre Manager of any damage to fixtures and fittings caused by the incumbent production company (as opposed to wear and tear).

To pay particular attention to areas of maintenance likely to cause accidents such as loose or worn nosings, frayed carpets, torn lino or loose handrails etc.

Customer Service

To maintain the highest standard of service across the whole theatre by initiating, preparing and co-ordinating customer service initiatives and training.

To establish a visible and accessible management profile throughout the theatre, in order to foster good relations and provide support, advice and assistance to producers, artists, visitors and staff.

To liaise with all relevant authorities in order to ensure that appropriate arrangements have been made for Royal visits, world leaders, government ministers and other high profile public figures.

To manage the staffing and effective delivery of conferences, venue hirings, press receptions, first night parties, agency evenings and other special events.

To develop productive partnerships with service providers such as the local Police, Fire Brigade and Council departments.

To be responsible for displaying promotional material such as leaflets and posters as directed by the Advertising Department.

To maintain a positive working relationship with resident and visiting producers, balancing their needs and requirements with the interests of the Company.

Commercial

To manage the effective and profitable operation of all bars, catering and other sales outlets through:

- The monitoring and control of all staffing levels as appropriate (in line with Budget expectations) in order to rationalise wage costs.
- To remain fully informed of box office door trade, advance, matured and seats sold for the purpose of staffing and spend per head targets.
- The creative and effective use of display opportunities within the theatre.
- To ensure the appropriate supply of stock levels.
- Closely monitor stocks and ensure that stock control measures are in place and adhered to.
- The careful selection, training and motivation of staff to maximise sales and service opportunities.
- The periodic use of targeted staff incentive schemes.
- The effective use of the EPOS system.
- To identify and implement new areas of business likely to enhance the profitable operation of the Theatre.



Staff Management

In conjunction with the Theatre Manager define and delegate duties to any direct reports, ensuring appropriate support, direction and feedback is provided.

To foster a positive working environment amongst theatre staff, ensuring appropriate development opportunities are provided. This includes identify training needs and liaising with the HR team where appropriate to arrange suitable training for individuals.

To keep abreast of and work in accordance with the current SOLT/BECTU Agreement and Employment Law.

To ensure that members of staff are kept appraised of both their responsibilities and entitlements.

Health and Safety and Licensing

In conjunction with the Theatre Manager, to ensure that the Company's Health and Safety Policy is fully promoted and arrangements have been made to carry out that policy.

In conjunction with the Theatre Manager, to ensure compliance with the Licensing Authority's requirements, as laid down in "The Rules of Management" with particular regard to times when the building is open to the public.

To know the broad requirements of those sections of the Health & Safety at Work Act, Offices, Shops and Railway Premises Act, appropriate Codes of Practice, Local Authority Regulations and Entertainment Licensing procedures relevant to the Company's activities.

To be conversant with and ensure that there is no breach of the law regarding the serving of intoxicating liquor.

To be conversant with the latest developments in Health and Safety in the theatre.

In conjunction with the Theatre Manager and the Company's Health & Safety representative if necessary, ensure that any health & safety issues raised by members of staff are dealt with promptly.

To create and review risk assessments and ensure all relevant Fire & Safety documentation is current.

To carry out staff fire and escape drills as required under the terms of the Theatre licence.

Participate and contribute to the Theatre's Health & Safety committee and ensure awareness of the content of minutes arising from such meetings.

To co-operate fully with any Enforcement Officer who may visit the premises.

To ensure adequate arrangements for first aid, fire protection, firefighting and escape drills are in place.

To check and countersign weekly the Fireman's Log Book.

Other:

Assisting, and where appropriate deputising for the Theatre Manager, in the overall management of the Theatre and all its associated activities.

Other tasks as required, commensurate with the overall purpose of the post.

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Essential Knowledge, Skills & Abilities:

- Considerable experience of working in a theatre management position
- Solid working knowledge of the SOLT/BECTU agreement.
- Excellent understanding of the Health & Safety requirements associated with Theatre management.
- Experience of managing and motivating large teams.
- Demonstrable experience of improving working practices and leading change.
- Ability and willingness to adapt style to build relationships and establish credibility with colleagues and the public.
- Strong verbal and written communication skills.

Person Specification:

- An efficient and flexible approach; prioritises workload to meet targets and deadlines.
- Able to manage multiple priorities and adapts quickly to changing requirements.
- Works calmly under pressure.
- Enjoys variety in their work and willing to undertake a wide range of tasks as required.
- Commercially focused.
- Takes a positive and measured approach to overcoming challenges.