

Duty Manager



Job description

The Duty Manager is responsible for the smooth operational running of CPT when on shift. Managed by the Front of House Manager you will have on shift management responsibilities of the Front of House team, you will liaise with artists and companies during their performance times ensuring Front of House procedures are followed. You will act as the senior staff member and keyholder while on duty being the first-line response for building and company concerns, reporting any health and safety and relevant shift information to the Front of House Manager and GM. You will need to be flexible and adaptable with strong customer service skills.

This is a casual role and hours will vary each week. Shifts will be agreed in advanced with the Front of House Manager to reflect programme delivery.

Main tasks and responsibilities

- To support driving ticket, bar and merchandise sales and fundraising targets within the team.
- Give support and care to casual team members.
- Acting as senior supervisor on shift.
- Being a responsible keyholder and ensuring the building is always safe and secure, including locking up at the end of the night.
- You will perform health and safety, fire and security checks before opening the building to audiences ensuring all fire routes are kept clear.
- Being the first point of contact for artists, audiences and other staff when on shift.
- Communicating with artists and technicians to ensure performances start on time.
- To deal with customer complaints confidently, effectively and appropriately. Ensuring any issues are resolved as they happen, or a clear line of communication is established to resolve as soon as possible.
- To uphold CPT's existing standards of customer care, welcoming and ensuring the safety and comfort of members of the public and staff during performances.
- To ensure the clean and tidy presentation of the front of house, backstage, dressing room, storage and rehearsals areas. Working with the technical manager and duty technician to maintain an understanding of how the spaces are being used.
- To be pro-active in Front of House sales (both box office ticket sales and bar sales) to ensure maximum profitability and to accurately reconcile and record cash takings.
- To provide accurate information about CPT and its productions.
- To adhere to all fire, health & safety procedures to minimize the injury and accidents. Ensuring we have a full supply of first aid kits and reporting procedures in place.
- Support the Front of House Manager with the Front of House inbox, ensuring any messages are responded to quickly while you're on shift.
- To abide by and enforce appropriate licensing regulations.
- To ensure all cash and equipment is kept safely whilst on the premises.
- To complete end of shift reports and communicate the events of the evening including details on health & safety, bar stock and audience information with the Front of House Manager and Deputy General Manager
- To book complimentary tickets on behalf of artists
- To set up and pack down events, for both shows and events happening at CPT

This is not an exhaustive list and CPT may ask you to complete tasks which do not appear in this job description.

Personal Specification

Essential

- Minimum one years experience in a Front of House role
- Experience dealing with the general public in a busy and varied environment
- Experience working with a box office ticketing system
- Excellent timekeeping
- Ability to work independently and work as part of a team
- Ability to take initiative and problem solve efficiently

Desirable

- Experience of managing staff
- First aid qualification
- Understanding of practical health and safety and licensing regulations

Salary : £12.53 per hour for duty manager shifts. The opportunity to take on additional shifts as a Front of House Team Member at £11.95 per hour will be available to you.*

*CPT is aiming to meet the new London Living Wage rate in 24/25 financial year.

How to Apply

To apply, please send a CV and a cover letter (no more than one page) outlining why you think you'd be good for the role, and why you'd like to join us to jobs@cpttheatre.co.uk by **5pm Thursday 18th January** and complete our [Equal Opportunities Form available via this link](#).

We welcome and encourage applications from individuals without formal education and/or who identify as working class, LGBTQ+, neurodiverse, disabled, d/Deaf, and Global majority* and/or migrant.

*This includes people of Black Caribbean, Black African, South Asian, East Asian, South East Asian, Middle Eastern, Arab, Latinx, Jewish, Romany and Irish Traveller heritage.

CPT can cover some access support costs to submit an application where required. Please contact jobs@cpttheatre.co.uk with a quotation from your access support worker.