

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	House Manager (G9)
Job Family:	Technical Administrative Support
Service:	Operational Services/Commercial Services
Location:	Epsom Playhouse
Reporting To:	Theatre Manager

Role Purpose: <i>Why the role exists and its contribution</i>	To have overall responsibility for the operation of the theatre before, during and after performances and events. To be responsible for the safety and welfare of the public, staff, stewards and artistes whilst on the premises. As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture
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Main Duties and accountabilities

Service Specific	• Responsibility for all Front of House areas, Undertake regular building checks for safety and cleanliness and report issues to the relevant contractor • Hold regular fire drills with the Playhouse staff and voluntary stewards and complete, record compliant checks • Emergency responsible person duties by being responsible for setting, updating, monitoring and maintaining building evacuation procedures • Meet designated targets within specified timeframes as set out in the agreed work schedule for that day or week. Deliver targets in line with the relevant standard operating procedures and training provided and contribute to My Performance Conversations • Liaison with hirers and production companies In addition to the agreed work schedule, proactively, respond to and resolve any issues as and when they arise • Operate in a way that protects the health and safety of you and that of others, in accordance with the Health and Safety at Work Act 1974. This includes preparing and regularly checking
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	the environment in which you are working to ensure it is safe for you and anyone else who may be there now or in the future • Manage and train team of 40+ volunteers training them in all aspects of their role including Health and Safety • Assist and train casual House Managers • Take responsibility for raising any issues, concerns or good ideas as part of the work to ensure the Theatre Manager is able to help meet targets and the Council meet its statutory requirements • To provide support to the box office during busy periods by dealing with telephone booking and general enquiries and providing cover enabling breaks to be taken. • Help, assist and instruct temporary employees as required • Be responsible for enhanced financial reconciliation duties • Be comfortable working regular evening and weekend shifts.
Generic Duties	Administrative Support • Working under instruction, provide a good all round technical administration service that supports with the delivery of the corporate plan, vision, behaviours, corporate identity and key messages and promote effective corporate working across the organisation • Participate in learning provided to perform the role successfully and to the standards expected. Take an active interest in developing skills to develop sound administrative support • Meet designated technical administrative tasks within specified timeframes as set out in the agreed work schedule. Deliver targets in line with the relevant standard operating procedures and contribute to My Performance Conversations • Maintain and refresh established systems and processes by keeping abreast of and responding to current and future service needs and assist with the review of relevant business processes to ensure standard administrative systems and service related procedures continue to be fit for purpose • Be responsible for dealing with allocated service requests from members of the public, external organisations and other services. Provide a seamless and high quality service to ensure that routine customer enquiries are dealt with

	efficiently and more specialist support is sought from colleagues where appropriate • Collate, record and present team data in accordance with the Council's performance measurement systems and share this as requested with other officers and members • Ensure effective flow of communication within your team and sharing of information to and from other services across the council • Organise service related meetings including the co-ordination of agendas, attendees, minutes and room bookings
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The key decision making areas in the role	
Makes final decision regarding Health and Safety issues to ensure everyone's safety whilst on the premises Prioritise workload with the realisation that at times during the shift, interruptions will take priority making attention or concentration difficult Be responsible for which routes to use during an evacuation. Ensure the existing drawn up plans are regularly checked and updated and immediately pass on to all relevant staff any changes that are made. Vigilant recruitment and management of volunteer stewards and casual House Managers.	
Customers and contacts	
Knowledge of other service areas within the Council/Authority Be familiar with the timings, needs and concerns of all visiting companies ensuring they are aware of who is their point of contact when in the building Deliver first class customer service to all Playhouse visitors	

Dimensions of the role	
Financial	Non-financial

• Programmes and merchandise reconciliation approx. £6000 per year • Promote sales of ice cream takings to meet the yearly financial income target	• Managing up to 600 members of the general public • Monitor the usage of mobile phones and other recording devices by the audience • Discuss with visiting companies regarding the audience taking photos and filming • Health and safety of customers • The supervision and management of 40+ volunteers • Before every event, brief the volunteer stewards and run through a mock evacuation • Be a trusted keyholder at the venue, able to open, close and alarm the building. • Be recognised as one of the venue's emergency contacts. • Understand PDQ systems and know who to contact in event of malfunction or problem. •
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Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good standard of education including English & Maths or equivalent	E	E	D
A degree or equivalent related to the arts, hospitality, leisure or tourism	D	D	D
Knowledge and Experience			
Substantial experience of a similar customer facing environment in a leadership or management position.	E	E	E
Customer services experience	E	E	E
Understanding of Health and Safety Regulations for a public building	E	E	E
Previous experience of Box Office Ticketing Systems	D	D	D
Personal License Holder	D	D	D
Familiar with Regular evening and weekend work	D	D	D
Fire Marshal, Fire Warden or other Emergency Situation Trained	D	D	D
Skills			
To deal with a variety of people whilst under pressure	E	D	E
IT literate Microsoft Office	E	E	D
Thinking on feet when faced with situations which require immediate decisions	E	E	E
First aid certificated	D	D	D
Manage a team of volunteers with regular training, experience of the provision of regular training and of unlocking team skills	E	D	D
Effective communication – written and oral	E	E	E
Working under pressure and to deadlines	E	E	E
Anticipates problems to prevent them occurring in the first place	E	D	D
Experience within a theatre environment	D	D	D
Keen interest in Performing Arts	E	D	D
Excellent team player	E	E	E
Able to work with minimum supervision	E	E	E
Cash Handling and financial system experience	E	E	E

