**HAMPSTEAD THEATRE RECRUITMENT PACK**

**CASUAL DUTY MANAGER**

Thank you for your interest in the role of **Casual Duty Manager** at Hampstead Theatre.

To apply for the position, please complete the application form with particular emphasis on how you meet the person specification. You must have Evening and Weekend availability to apply for this role.

To apply for the role, you should send a covering letter and CV to jobs@hampsteadtheatre.com by 6pm **Wednesday 25 October**.

**DIVERSITY STATEMENT**

Hampstead Theatre believes that theatre and the arts must be relevant and accessible to the many, not just to the few.

Hampstead Theatre is an equal opportunities employer opposed to any form of direct or indirect discrimination and aims to positively engage with people from all backgrounds.

We welcome applications from candidates from diverse backgrounds.

**ACCESS STATEMENT**

If this form is not an appropriate application method for you because of an impairment or disability please contact us to make alternative arrangements.

**THE HAMPSTEAD STORY - ORIGINAL AMBITIONS.**

Our belief: To entertain the world with originality

Our purpose: We believe the greater the ambition, the greater the impact

Welcome to Hampstead Theatre. We were born in a humble hut over fifty years ago. Our simple mission was to create original theatre without creative restriction. We quickly attracted a generation of talent that helped to redefine British Theatre. That not only entertained but propelled the art form forwards. From Harold Pinter testing out his early plays here to the likes of Mike Leigh, Michael Frayn, Brian Friel and Terry Johnson – to name just a few. Original thinkers, every one.

We’re still driven by the same ambition. To challenge, influence and shape the future of British theatre. To create the future mainstream - entertaining experiences that are original and ambitious. We see ourselves as part of a rich tradition that stretches back to the age of Shakespeare. A tradition that mixes craftsmanship with entrepreneurship. Commercial success with critical acclaim. And a creative eye that seeks out variety – from musicals like Sunny Afternoon to mould-breaking plays like *#aiww: The Arrest of Ai Weiwei* and *Chariots of Fire*. We were the first to turn a theatre into an Olympic park.

We left our hut a long time ago and now occupy London’s newest theatre. Purpose built for the 21st century to allow our writers, actors, directors and producers maximum creative flexibility. It’s from this base that we will take our work to the wider world. To the West End. To the Internet. And beyond. Our ambitions are big. We aim to move theatre forwards with new ideas, talent and energy to excite our audiences with the lateral, the fresh and the unexpected. It’s part of our belief that innovation, reinvention and surprise are the lifeblood of true entertainment. Here’s to the future – it belongs to those who cherish originality.

**CASUAL DUTY MANAGER – JOB DESCRIPTION**

A vacancy has arisen at Hampstead Theatre for an exceptionally talented individual to join an ambitious team dedicated to creating original and entertaining theatre experience.

Duty Managers lead a well-established team and work with the Head of Front of house to deliver all aspects of the hospitality offer, to lead our dedicated and committed front of house team and to capitalise on continuing success on stage. The strategic objective is simple: to deliver the best audience experience in London.

Duty Managers are energetic individual, with a passion and love for live Theatre and previous experience of leading a team, delivering the highest standards of customer care in a similar environment and an ability to motivate and inspire others to maintain those same standards. Passion, a flexible approach and calmness under pressure are a must.

**Key Responsibilities**

* Ensure all FOH areas are maintained and kept presentable at all times, enhancing sales opportunities, creating displays to show all products.
* Delegating tasks and managing a strong out-going team.
* Supporting all of the team during busy incomings, ensuring all stock and monies needed are maintained.
* Work closely with the Bar Duty Manager to ensure the hot food service runs smoothly, and to effectively deal with any issues that may arise.
* Always offer support and guidance to all access patrons attending the venue not only in times of emergency but general visiting.
* To support the Management Team in maximising FOH sales through ambitious selling techniques and initiatives, as identified by the Management Team, for a particular products or production.
* Be vigilant at all times to protect the welfare and security of yourself, colleagues and all customers, reporting any issues to a member of Management immediately.
* When dealing with cash on site ensure cash handling procedures set by and the Management are adhered to. You must report any issues to a member of Management immediately.
* To effectively deal with any issues customers may have, dealing with complaints and ensuring anything urgent has been resolved.
* To update the Head of Front of house or Head of Catering, on any stock that needs ordering.
* To communicate with the Head of Front of house and Head of catering if there are any issues in any of the FOH areas (damaged equipment, leaks, storage).
* A high standard of personal hygiene and appearance must be maintained to ensure that the theatre’s image is always maintained by wearing clean, correct uniform specified by the venue (please refer Hampstead Theatre Handbook)
* Managing and delegating tasks to all staffs, so that all FOH areas are kept clean and safe to create positive impressions for customers set by the Management. This includes; cleaning of sales areas, removing bins, ensuring stock is neatly stored and locked away.
* Follow any rules and regulations in order to comply with the licensing requirements, as provided by the Management Team.
* To attend training courses provided for you, to enable you to satisfactorily carry out your duties and in order to further self-development.
* Follow any Health and Safety procedures as instructed and as detailed in any documentation provided to you.
* To assist with the setting up and running of day to day duties and extra events if required, such as Press nights and Charity nights.
* To complete any other delegated task that may assist the department in achieving objectives.
* If Management trust you in the training of a new member of staff, do so in a thorough and bold manner, and ensure you follow the company’s objective;

*‘WE WANT TO ENTERTAIN WITH ORIGINALITY’*

**CASUAL DUTY MANAGER SPECIFICATION**

* A genuine passion for bold, ambitious, original theatre.
* Previous experience of customer service in a similar environment.
* Excellent interpersonal, communication and customer care skills.
* Approachable demeanour and ability to communicate and advocate the work of the theatre.
* Highly accurate and well-organised with good time management skills.
* Cash handling with confidence.
* Ability to remain calm whilst working under pressure.
* Flexible, responsive and a team player.
* Available for evening and weekend events as required.

**DUTY MANAGER – TERMS AND CONDITIONS**

**Pay - £11.66/hr**

**Hours** – Zero hour Contract – You will be given any hours requested, if they are available. You provide your weeks availability each week. And we endeavour to give you what you have asked for.

**Holiday** – inclusive of holiday enhancement – you simply don’t give availability if you don’t want to work.

**Other benefits:**

Complimentary tickets for performances (employees will see all Hampstead Theatre Productions – additional tickets will be dependent on availability).

Employer’s contribution to NOW! Pension scheme.

10% discount at Hampstead Theatre’s Café Bar.