



## **HAMPSTEAD THEATRE RECRUITMENT PACK FOR DUTY MANAGER**

Thank you for your interest in the role of 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 should send your completed application form to [jobs@hampsteadtheatre.com](mailto:jobs@hampsteadtheatre.com).

The deadline for applications is **5pm on Friday 19 July 2019.**

### **Diversity Statement**

Hampstead Theatre aims to reflect the diversity of contemporary England, both in the work presented on stage and the audience we attract. A commitment to diversity will ensure the theatre remains relevant, resilient and culturally productive. To shape the future mainstream, we must ensure we engage with artists from a wide range of backgrounds and work to eliminate barriers, both actual and perceived, that prevent people from engaging with the theatre. This is especially important for a theatre located in one of the most diverse and deprived areas of London.

Our commitment to diversity must be reflected throughout the organisation; not just in the work, but in the diversity of our board of directors, staff and artists; the accessibility of the physical building; and positive messaging and communications. Hampstead Theatre is opposed to any form of direct or indirect discrimination and aims to positively engage with people from all 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. [jobs@hampsteadtheatre.com](mailto:jobs@hampsteadtheatre.com)

### **Hampstead Theatre information**

#### **An introduction**

Welcome to Hampstead Theatre, the home of original and entertaining new work. Since 1959, our simple mission was to create original theatre without creative restriction. We quickly attracted a generation of talent that helped to redefine British Theatre. From Harold Pinter testing out his early plays to the likes of Mike Leigh, Michael Frayn, Abi Morgan, Rona Munro, Shelagh Stephenson – original thinkers, every one.

Our mission has not changed. 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 Olivier Award winning musicals like *Sunny Afternoon* to mould-breaking

plays like *The Arrest of Ai Weiwei*, *The Intelligent Homosexual's Guide to Capitalism and Socialism with a Key to the Scriptures*, *Good People*, *Wonderland* and *Chariots of Fire*. We were the first to turn a theatre into an Olympic stadium.

Our state of the art auditoriums (Main Stage and our intimate Downstairs studio) allows our writers, actors, directors maximum creative flexibility. It's from this base that we will take our work to the wider world. On Tour. To the West End. To the Internet. We've live streamed several productions entirely for free in recent years. Last year, we put a full-length play on Instagram for the first time, *I and You*, starring Maisie Williams. Our ambitions are big. 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.

### **Recent awards**

- Sharon D. Clarke wins the Olivier Award for Best Actress in a Musical for *Caroline, or Change* (Main Stage), 2019
- Ella Road's *The Phlebotomist* is Olivier nominated for Outstanding Achievement in an Affiliate Theatre (Downstairs), 2019
- Moe Bar-El is Olivier nominated for his performance in *Every Day I Make Greatness Happen* (Downstairs), 2019
- Ella Road's *The Phlebotomist* (Downstairs) is a finalist for The Susan Smith Blackburn Prize, 2019
- Georgia Christou is nominated for Best Writer for *You's Two* (Downstairs) at The Stage Debut Awards 2018
- Rajiv Joseph's *Describe the Night* (Main Stage) wins Best New American Play at the Obie Awards 2018
- Sarah Burgess' *Dry Powder* is Olivier nomination for Best New Comedy (Main Stage), 2018
- Fiona Doyle's *The Strange Death of John Doe* (Downstairs) is a finalist for The Susan Smith Blackburn Prize, 2018
- Branden Jacobs-Jenkins wins the Critics' Circle Award for Most Promising Playwright for *Gloria* (Main Stage), 2018

## **Duty Manager Job Description**

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

Duty Managers are energetic individuals, 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.

We are looking for a talented individual to join the pool of Duty Managers working on a rota basis, covering a mixture of daytime and evening shifts. Shifts are offered a month in advance based on individual's availability. There are no minimum guaranteed hours but during our September to July season the building is open from 8am – midnight, Monday to Saturday (with occasional Sunday shifts) so there are plenty of hours to cover.

## **General Duties**

### **Audiences and Visitors**

- Ensure the theatre is a welcoming environment for all visitors and audience visiting the venue, ensuring front of house areas are presentable and safe.
- Ensure the Venue is open on time, presented in an appropriate manner and with a warm and friendly welcoming.
- Deal with any questions customers may have.
- Ensure the venue is clean, welcoming and safe for visitors at all times.

### **Front of House Team**

- Assist the bar team in opening the tills.
- Ensure the team are distributed effectively, making use of staffs strongest qualities.
- Hold briefings with staff to pass on any show information or any other useful information you find necessary. This is also an opportunity for staff to ask questions and to go over the fire evacuation procedures.
- Delegate tasks to staff to ensure all areas of the venue are taken care of.
- Consistently motivate and encourage staff.
- Cash up Ushers ensuring all stock and takings are correct.

## **Health and Safety and Fire Safety**

- Ensure the safety of the public and staff by monitoring the front of house areas and making regular inspection rounds.
- Ensure fire safety for the building during your shift, including weekly fire panel test, checking fire exits, exit signs and fire extinguishers are working and available, overseeing building evacuations and managing the fire panel to minimise false alarms.
- Inspect first aid kits throughout the building and restock as required.
- Adhere and enforce health and safety procedures within your areas of responsibility, including ensuring Front of House staff comply with these also.
- Provide training in the form of weekly fire drills with the ushering team.
- Work with the fire marshal to ensure the safety of staff and the public not only in evacuations but in monitoring the condition of fire equipment and exit routes.

## **Access**

- Offering support and guidance to access patrons attending the venue, becoming familiar with the access provision the theatre offers and ensuring barriers for audience with access needs are minimised.

## **Shows**

- Ensure the incoming runs smoothly, assisting customers with any queries or questions.
- Deal with any seating or ticketing issues that may occur, assisting Box Office should they require help.
- Open both houses in communication with the stage management teams, making them aware of any points of note for that evening.

## **Maintenance and Other Duties**

- Liaise with external contractors carrying out building maintenance and inspections and ensure they are given relevant fire evacuation, health and safety and security information.
- Communicate any maintenance issues to the Head of Front of House so they may be resolved.
- Sign in deliveries and distribute to the correct departments.
- Assist with external events and hires.
- Together with the Bar Duty Manager, ensure the banking is counted and verified correctly and declared using the zonal till system.
- To be aware of and assist with any special events such as Press Nights and Patrons' Evenings.
- To lock and secure the venue at the end of the day, ensuring all staff and visitors have left.

## **Duty Manager Personal 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.
- Eager to develop and grow within the role.
- Cash handling with confidence.
- Ability to remain calm whilst working under pressure.
- Flexible, responsive and a team player.
- Flexible availability especially for evening and weekend, with availability for events when required.

## **Duty Manager – Terms and Conditions**

**Pay - £11.22 plus holiday pay at the rate of £1.23 per hour**

**Hours** – Flexible hour contract– You will be given any hours requested, if they are available. You provide your availability a month in advance and we endeavour to give you what you have asked for.

**Holiday** – Holiday pay at the equivalent of 4.8 weeks per year is paid weekly based on hours you have worked.

### **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 on qualifying earnings.

10% discount on drinks and up to 30% on food at Hampstead Theatre's Café/Bar.