

**Arts Educational Schools London  
Cone Ripman House  
14 Bath Road  
London W4 1LY  
JOB DESCRIPTION: DUTY MANAGER**

<b>POST TITLE:</b>	Bar/Duty Manager
<b>DEPARTMENT/SECTION:</b>	Facilities
<b>SALARY:</b>	£22,500 per annum
<b>RESPONSIBLE TO:</b>	Catering Manager (Overall responsibility to the Facilities Manager)
<b>START DATE:</b>	March/April 10

**MAIN OBJECTIVE OF POST**

The Duty Manager is responsible for the management of all aspects of the bar from staffing to sales and budgetary management. They are also required to manage the front of house operation to create a welcoming environment for all patrons and to ensure there are sufficient and appropriately trained ushers available to work during all performances during evenings, weekends and matinees. The post also requires the Duty Manager to have line management responsibility for the full time and part time evening/weekend reception staff, and will be expected to act as liaison between Facilities and all other areas of the school during the evenings and at weekends.

The Duty Manager also has responsibility for the effective operation of the evening box office and will work closely with Facilities, Production, Marketing and other departments regarding box office activities.

The Duty manager is also required to work closely with the evening caretaker to ensure the building is being used/supported appropriately during the evenings and weekends in relation to use of studios by evening hirers and the Saturday School, they will be expected to act in a liaison capacity between these activities and the Facilities department, and to take a proactive role in ensuring issues are identified, resolved or escalated as appropriate.

## **KEY RESPONSIBILITIES:**

### **BAR DUTIES:**

- To act as bar manager and serve in the Bar every evening when there are no performances on in either theatre, and to abide by, and enforce all appropriate licensing regulations.
- Ensure at all times the Health and Safety of all staff/visitors & patrons, and to provide a welcoming environment to the Bar/Foyer area.
- Ensure that all Bar opening/closing procedures are carried out correctly.
- To have a full operational knowledge of, and be able to carry out, all manual ordering & stocktaking processes, including restocking the bar (which involves some physical work), maintain correct storage of all consumables and beverages, and to be able to deal with all service related matters regarding the sale of alcoholic/non-alcoholic beverages.
- Have responsibility for ensuring expenditure does not exceed monthly budget allocation and to maximise revenue potential (within the scope of any licensing laws ) to meet expected annual sales targets.
- Produce a monthly bar report detailing monthly stock figures in and out, including a full breakdown of sales for all items sold, profit and loss margins, waste etc.
- Ensure that cellar management procedures and duties (including maintenance of dispensing equipment) are conducted regularly, effectively and safely.
- Ensure the bar equipment/bar area is always kept in a clean and hygienic condition.
- Work proactively and effectively with a wide variety of people including ad-hock bar staff, Heads of Departments, Front of House staff, licensing authorities, suppliers and trades people such as electricians and refrigeration specialists.
- Make sure that problems/faults with any of the equipment in the bar are dealt with quickly so that service suffers minimal impact, and also to ensure that the Catering manager or in her absence the facilities manager, are always informed of any equipment issues.
- Ensure reconciliation nightly of the bar income making sure all associated paperwork is accurate in relation to takings and stock used.
- Liaise with Student reps to gain knowledge of potentially busy nights to ensure appropriate levels of service are provided.
- Continually look to maximise sales whenever possible but always within social responsibilities and to ensure that at ALL TIMES the bar operation and any ad-hock bar staff abide by and enforce the appropriate licensing regulations.
- Monitor the front of the building at the end of any busy night to ensure students, staff and visitors leave in a quiet and calm fashion so as not to disturb our neighbours which may result in complaints that could affect our licences.

### **Front of House Duties:**

- Provide a safe and welcoming environment for all visitors to the theatres.
- To perform the role of duty manager for performances, plus other events including education activities and hires.
- Train if required and organise/supervise appropriate front of house staffing and volunteers, ensuring there are sufficient numbers for all activities.
- Reconcile on a monthly basis the Ad hock bar staff invoices.
- Ensure the Health and Safety of staff and visitors to the theatres and premises are maintained at all times.
- To maintain the good appearance of all public areas
- To ensure a high standard of service to all visitors.
- To deal effectively with customer enquiries.
- To have a commitment to the work of Arts Educational Schools London.

### **Person Specification:**

The person appointed should have

- A proven track record (1-2 years) of working with the public, preferably within an arts or educational environment.
- Experience of managing staff.
- Experience of reconciling cash takings.
- Excellent customer care skills.
- Excellent interpersonal skills.
- Experience of managing Health and Safety and emergency procedures.
- A commitment to providing excellent standards of customer care.

### **Other Criteria**

The person appointed must

- Be numerate
- Have appropriate IT skills
- Accept training in First Aid
- Be able to pass a CRB check
- Hold a personal Licence or be prepared to attend a course to obtain one

### **Terms and Conditions:**

The hours of work will be between 5 pm and 11 pm, Monday to Friday with some flexibility required for occasional week day matinees.

There is also a Saturday shift, the core hours when there are no shows will be 9:00 AM to 4:00 PM, this will change to accommodate any matinee/evening performances on a Saturday as operationally required. The number of hours per week may vary due to operational requirements.

Hours of work are not likely to be less than 40hrs per week.

There are 20 days paid holiday per year plus statutory bank holidays.

### **APPLICATIONS**

All applications must be submitted on the appropriate application form and submitted with an up to date CV and letter of application to

**The Facilities Manager  
Arts Educational Schools London  
Cone Ripman House  
14 Bath Road  
Chiswick  
London W4 1LY**

Deadline for applications will be 12<sup>th</sup> March 2010