

Leicester Haymarket Theatre

Job Title: Duty Manager

Responsible to: Assistant Operations Manager:

After 11 years the Haymarket Theatre finally reawakened In March last year with the help of a brand-new team and vision following Leicester City Mayor Sir Peter Soulsby announcing his intention to support Haymarket Consortium Limited's proposal to re-open the city centre venue by investing £3.6 million in the building. The Haymarket Consortium are a group of companies consisting of Leicester Haymarket Theatre Ltd, Haymarket Productions Ltd and the National Training Theatre. The Consortium board comprises Jed Spittle (financial/artistic), John Jenkins (premises/licensee), Ellyn Phillips (training/artistic) and Natalie Cheary (PR/marketing) The Haymarket is hired out as a venue for theatre productions, esports tournaments, live music, awards, parties and conferences. The main auditorium has been refurbished with 901 new seats, sound desks and lighting systems, and the building has seen the installation of a café, licensed bar and TV gallery. The foyer and entrance areas have been modernised, while retaining the original feel of the old Haymarket Theatre.

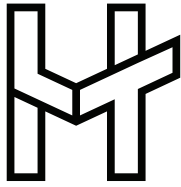
Principal Responsibilities include:

Leading the front of house operation, co-ordinating stewards and overseeing the running of the venue. This position carries considerable responsibility as the Duty Manager will regularly be left in charge of the building.

The small team of Duty Manager's will ensure the smooth and efficient operation of the complex facilities and activities, and supervise all staff on duty, contributing to the delivery of outstanding customer service and standards at all times. Therefore, good organisation, customer care and people management skills are essential.

Main duties include:

- Leading the front of house operation.
- Being a keyholder, required to unlock /secure the building at the beginning and/or end of each shift.
- Supervising all FOH staff.
- Undertaking the safe evacuation of the building during any Fire Alarm activations.
- Monitoring and maintaining the security of the building and safety of the public.
- Monitoring the general cleanliness and tidiness of the public areas within the building.
- Liaising with visiting artists and agents.
- Providing a front of house report at the end of each shift.
- Abiding by Haymarket Theatres policies and procedures including health and safety.
- Other duties as may from time to time be reasonably required, e.g. serving behind the bar, cashing-up.



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Candidates must be able to demonstrate:

- Experience of working in a customer-focused environment.
- An understanding of high-quality customer service.
- Good organisational skills.
- A positive 'can do' approach.
- Ability to manage manual handling, including lifting and carrying.
- Excellent communication skills, both written and verbal.
- Ability to work unsupervised and as part of a team.

Desirable

- 1 years' experience in front of house and event management in the entertainment or hospitality industry.
- First Aid qualification.
- Experience of working behind a bar.
- Supervisory or management experience of staff.
- Experience of cashing up tills.
- A genuine interest in the arts.

Please send a covering letter and CV to:

recruitment@haymarkettheatre.co.uk

Submissions by: Friday 22nd March

Interviews the following week