

INFORMATION FOR APPLICANTS: POST OF DEPUTY HOUSE MANAGER

March 2020

Dear Applicant

Please find attached an application pack for the position of **Deputy House Manager** at Sherman Theatre. Many thanks for your interest in this role.

This is a key supporting role within the organisation, central to helping us to deliver on our ambition to create and present theatre which excites audiences in Cardiff and beyond.

These are exciting times for the company. Over recent years we have gone from strength to strength with national awards recognition, critical acclaim for our work and increasing audiences. In 2020 our world premiere productions of *Woof* by Elgan Rhys, *The Taming of the Shrew* by Jo Clifford and *Lose Yourself* by Katherine Chandler were all hits with audiences and critics. Our major production of *Hedda Gabler* in Autumn 2020 was selected by The Stage as one of the top 5 revivals of the year across the UK. The start of 2020 marks exciting moment for the company as we embark on the first year of programming by our new Artistic Director Joe Murphy. Over the course of this year we will tell local stories with global resonance through Sherman Theatre productions of seven plays written by Welsh or Wales based writers: Brad Birch, Katherine Chandler, Tracy Harris, Daf James, Gary Owen and Lisa Parry.

We are seeking a dynamic and charismatic individual to contribute to the successful delivery of the theatre's Front of House operation. Providing support to the House Manager through the delivery of operational efficiency and the highest levels of customer service, the successful candidate will have the ability to contribute ideas that increase ancillary income streams whilst acting as a positive catalyst for change. This is a fantastic opportunity for someone looking to develop their potential in one of the UK's most exciting producing theatres, located within a beautiful, thriving city that's widely recognised as an outstanding place to live. As such, of equal importance to us is finding a candidate who shares our ambition, our excitement, and our desire to be great, not good.

To apply for the post, please download the application form, cover sheet and equal opportunities monitoring form from our website: www.shermantheatre.co.uk/jobs and send them to us by email at: recruitment@shermantheatre.co.uk.

Please note that, in line with our environmental policy, we are only handling applications electronically. The closing date is noon on **Thursday 02 April 2020**. We'll confirm receipt of your application by email.

We hope to hold interviews on **Tuesday 07 April 2020**. Please let us know, on the application cover sheet, whether you would be available for interview on that date so that we can be aware, in plenty of time, if we may need to make alternative arrangements for any short-listed candidates.

Please note shortlisted candidates will be asked to prepare a presentation for interview. Details will be sent out at point of interview confirmation.

If you need more information before you apply, please contact us by emailing recruitment@shermantheatre.co.uk

Thank you for your time in respect of this application – and we really do look forward to hearing from you, and exploring how your skills, experiences and passion will make a real difference to our work.

Good luck with your application

Yours faithfully

Julia Barry
Executive Director
Sherman Theatre

OVERVIEW OF ROLE

Sherman Theatre wishes to appoint a Deputy House Manager to help lead the theatre's Front of House operation, reflecting the success of the artistic programme. Contributing to the department's operational efficiency and delivering the highest levels of customer service, the successful candidate will have the proven ability to manage and motivate a dedicated team of volunteers, and to increase ancillary income streams whilst acting as a positive catalyst for change. This is a fantastic opportunity for someone looking to make their mark in one of the UK's most exciting producing theatres, located within a beautiful, thriving city that's widely recognised as an outstanding place to live.

DEPUTY HOUSE MANAGER: CONTRACTUAL DETAILS

Salary:	£ 20,706 per annum
Term:	The post is offered as a permanent position, subject to successful completion of a 6 month probationary period
Hours:	39 hrs per week including evenings and weekends.
Holidays:	20 days per year, plus the 8 recognised bank/public holidays, with days accruing for length of service up to a maximum of 25 days plus bank/public holidays
Period of Notice:	1 month with additional weeks accruing for length of service (The notice period during the probationary period is 1 week)
Pension:	Sherman Theatre operates a qualifying workplace pension scheme
Right to work:	The successful applicant will be required to provide documentation under the Immigration, Asylum and Nationality Act 2006
References:	Offers of employment are subject to the receipt of references that are satisfactory to Sherman Theatre
Start date:	The post is available immediately

JOB DESCRIPTION: DEPUTY HOUSE MANAGER

MAIN PURPOSE OF ROLE

To support the House Manager in the customer facing operations and day to day facilities management within this busy producing and presenting theatre. To ensure the highest levels of service for customers, clients, visiting companies and staff are delivered at all times whilst maximising ancillary sales income to support the artistic activities of the theatre. To assist in the recruitment, training, development and performance management of the volunteer front of house team to ensure that the venue continually exceeds its business plan objectives. To deputise for the House Manager, as required, overseeing the operation and ensuring facilities are maintained and presented to the highest standard whilst remaining fully compliant with health, safety, licensing and hygiene regulations at all times. As a personal licence holder and first aider, to act as duty manager as required.

REPORTS TO

House Manager

RESPONSIBLE FOR

Duty Managers and Volunteers

KEY RELATIONSHIPS

Executive Director, Head of Marketing and Communications, Head of Finance & Administration, Head of Production & Planning, Bar & Kitchen Manager, Sherman 5, and Creative Engagement.

MAIN RESPONSIBILITIES:

1 MANAGEMENT

To support the House Manager in operations ensuring that a cost effective and customer focused range of services is consistently provided to the highest standards; delivering a fantastic welcome to our customers, clients and companies ensuring their experience is enjoyable and memorable in keeping with the Sherman's core values.

- 1.1 **Management:** Contribute to the planning, management and financial sustainability of the front of house operations of the theatre.
- 1.2 **Business Planning:** In collaboration with the House Manager provide input, as required, into the development and implementation of the Sherman's Business Plan, with particular

reference to front of house and facilities management, commercial income generation and the Volunteer Programme.

- 1.3 **Visitor & Customer Experience:** With the House Manager by way of ongoing projects develop the visitor experience, championing exceptional levels of customer service and, in conjunction with the Senior Management Team, to set, monitor and maintain customer service standards across all aspects of the company's public facing operations.
- 1.4 **Volunteer Programme:** To lead on development, recruitment and training of the Volunteer Programme, ensuring synergy with other initiatives (such as the Sherman 5 scheme or various community and engagement projects). Keep up to date with legislation covering the engagement of volunteers and ensure that Trustees and Senior Management are kept aware of best practice in volunteering and of any changes in legislation that might impact on the Volunteer Programme. To undertake day to day administration of the scheme, utilising all available tools to ensure high levels of efficiency and user friendliness for our members.
- 1.5 **Financial Management:** Help manage and control expenditure in the front of house department budget, monitoring and reviewing income and expenditure and assisting in the production of timely and accurate financial reports in order to help ensure that well informed business decisions are made.
- 1.6 **Stakeholder Relationships:** In collaboration with other departments, develop and maintain constructive professional relationships with venues, visiting companies, co-producers, customers and suppliers upholding Sherman core values at all times. Help to strengthen the relationship between Sherman Theatre and visiting companies and stakeholders, resulting in an unrivalled theatrical experience for our customers.
- 1.7 **Professional knowledge:** To maintain an overview of developments in the theatre industry / live entertainment and of new approaches to facilities management including assisting in benchmarking against competitors, monitoring retail trends and keeping abreast of technological developments designed to maximise income generation potential.
- 1.8 **Advocacy:** To promote and advocate for the company and its activities through attendance at, for example, relevant networking meetings and be present at Opening or Press Nights for Sherman productions, alternating Duty Management with the House Manager.
- 1.9 **Compliance and best practice:** As a Personal Licence and key holder, carry out the effective duty management of performances as required, taking responsibility for the running of the front of house operation in accordance with, but not limited to, Health & Audit Safety legislation, Licensing and Insurance requirements and European Working Time Directives, etc. With the House Manager, implement policies and strategies that

support best practice in the Front of House department, benchmarking against relevant industry standards.

- 1.10 **Environmental Sustainability:** To embrace and promote the ethos of sustainable development and work closely with other key staff to identify and implement measures to lessen the environmental impact of the Sherman's activities.

2 **LEADERSHIP**

To support the House Manager in providing motivational leadership to, and directing the development of the Volunteer Programme.

- 2.1 **Leadership:** Assist the House Manager in providing effective leadership to departmental staff and volunteers ensuring that all team members undertake their responsibilities in a way that exemplifies excellent customer service; championing a commitment to Sherman Values, equal opportunities policies and to high standards of service, conduct and professionalism.
- 2.2 **Volunteer Programme:** To lead on the continual development of the Volunteer Programme, ensuring that the company's volunteer strategy, policy and agreement reflect best practice whilst maximising the contribution Volunteers can make to the company's overall financial performance and that, in return, the company provides its Volunteers with a rewarding, stimulating experience. Take responsibility for day to day administration of the Volunteer Programme (including the generation of rosters, availability sheets and benefits package) and take a proactive role with the House Manager in training and recruitment of members.
- 2.4 **Recruitment, Training & Development:** To contribute to and, as appropriate, participate in, the recruitment and training of all Front of House staff and Volunteers encouraging professional skills development at all times.
- 2.5 **Feedback and Appraisal:** To supervise, support and motivate Volunteers, encouraging team working through regular communications, briefings and involvement in planning and managing performance through setting of objectives and priorities, providing feedback and ensuring that issues are dealt with promptly, constructively and decisively. To assist the House Manager in delivering a formal appraisal process for volunteers that measures performance against agreed targets and Sherman core values.

3 **INCOME GENERATION & EVENTS**

Support the House Manager in ensuring that all business plan objectives and financial targets are achieved in order to support the Sherman's programme of artistic activity.

- 3.1 **Income Generation (Retail Income):** To contribute to the theatre's retail profitability by initiating ideas, systems and projects to maximise sales and minimise costs whilst ensuring that all departmental key performance indicators are achieved including, but not limited to, spend per head targets, mystery shopper reports, roster management and audience feedback.
- 3.2 **Income Generation (Events):** Alongside the House Manager and Bar and Kitchen Manager, ensure the cost-effective delivery of hires and events, supporting in the areas of budgeting, client liaison and realisation of such activities, engaging with relevant departments to ensure excellent customer service delivery through all aspects of the event management process.
- 3.3 **Café Bar:** When Duty Managing ensure a high level of customer service delivery whilst optimising opportunities to maximise the earning potential of this important element of the Sherman's offer to visitors. This will include, but will not be limited to, ensuring that the offer is appropriate to the needs of customers, participating in the management of relationships with catering suppliers and ensuring that all users of the kitchen are appropriately trained and qualified.
- 3.4 **Duty Management:** To personally undertake the role of Duty Manager for performances, events and activities at the Sherman as necessary to ensure a firm understanding and overview of current operations (it is anticipated that the post-holder will undertake at least four Duty Management shifts per week, programme allowing, including evenings, weekends and Bank Holidays).

4 **FACILITIES MANAGEMENT AND HEALTH & SAFETY**

Supporting the House Manager ensure the physical safety, maintenance and effective working of the public areas of the building. Ensure that safe working environments are maintained, through an effective programme of risk assessment and supplier management.

- 4.1 **Compliance:** To ensure that the company complies fully with the terms of its Entertainment License, Health and Safety and Environmental Health policies and risk management processes in place for all aspects of the Sherman's public facing operations and for designated backstage and office areas of the building.
- 4.2 **Health & Safety:** Work with the House Manager to ensure all Health and Safety regulations, policies and provisions are adhered to.
- 4.4 **Fire Safety:** To undertake regular fire safety training and evacuation drills with Front of House staff, Volunteers and, in liaison with the House Manager, with all other staff working in the building and to maintain all necessary records.

- 4.5 **Major incidents:** As Duty Manager, take lead responsibility in the event of evacuation and / or major incident, acting as initial incident controller, liaising with and informing the House Manager, Senior Management Team and Executive Director.
- 4.6 **Building Security:** In the absence of the House Manager oversee the Security systems
- 4.7 **Maintenance:** To assist the House Manager in overseeing maintenance contracts and services for all public areas of the building.
- 4.8 **Building Management:** Assist the House Manager in the day to day control of the computer-based Building Management System and access control and CCTV system.
- 4.9 **Cleaning:** Assist the House Manager in overseeing the work of the cleaning contractors, including supporting and undertaking weekly inspections. In the House Manager's absence, ensure arrangements are made for patterns of work based on performance and event programmes, agreeing which areas are to be cleaned and ensuring value for money services are provided within budget.
- 4.10 **Sustainability:** Provide input into the development of the Sherman's approach to environmental sustainability such as the control and reduction of energy consumption, and participation in any sustainability project opportunities.

DEPUTY HOUSE MANAGER: PERSON SPECIFICATION

ESSENTIAL EXPERIENCE

- Experience of a Front of House Supervisory/Managerial position, or of a suitable comparable position in a service or trading related role, preferably in an arts venue or visitor attraction.
- Experience of, and demonstrable success in, the achievement of commercial and service targets.
- Experience of working within agreed budgets and of cash handling, stock management and reconciliation systems.
- Evidence of the supervision and motivation of teams of professional staff towards the achievement of agreed targets and objectives.
- Experience of implementing effective safety procedures.
- Experience in managing voluntary/community sector (VCS) from a variety of backgrounds.

KNOWLEDGE AND SKILLS

- Knowledge and understanding of audience/visitor needs and expectations.
- The ability to interpret financial data, identify basic issues, find and manage solutions.
- Good listening, influencing and verbal communication skills, and the ability to write clearly and simply.
- Competency in a range of office software applications and ability to learn bespoke packages quickly.
- Strong people management skills: the ability to lead and motivate, to assume responsibility, to delegate appropriately and supervise effectively.
- Strong personal management skills: the ability to plan and prioritise work, deal effectively with pressure, manage competing demands and retain a positive and optimistic approach
- Time management

PERSONAL ATTRIBUTES

- Hard working, highly motivated and committed to best practice.
- A “completer-finisher”, who takes pride in a job well done and in getting the most out of the people for whom they are responsible.
- A flair for dealing with the public and delivering excellent customer care; a real enjoyment in working with people.
- An understanding of, and commitment to, diversity and inclusion, coupled with the imagination and application to identify the specific needs and preferences of current and potential visitors.
-

DEPUTY HOUSE MANAGER: PERSON SPECIFICATION (CONTINUED)

- Analytical thinker with a logical approach to problem-solving and the ability to anticipate the implications and consequences of situations and take appropriate action

HIGHLY DESIRABLE

- The ability to speak, read and write Welsh

DESIRABLE

- Enthusiasm for arts activities and for theatre in particular
- Personal Licence Holder
- First Aid at Work/Fire Officer certificate or Safety at Work competencies
- EHO Food Standards Certificate (at least level 2)
- IOSH Certification
- NEBOSH Certification
- COSHH Certification
- A full driving licence