Duty Officer (Casual)

Job Description and Person Specification

**JOB TITLE:** Duty Officer (Casual)

**DEPARTMENT: Events Team**

**RESPONSIBLE TO: Front of House Operation Manager**

**RESPONSIBLE FOR: Fire Officer, Ticket Sales Staff, Bar Staff, Usher.**

**Background and Purpose of Role:**

**Unity are recruiting for two new Duty Officer's to join our Events Team.**

The Unity Event Team are crucial in ensuring the day to day running of the venue. They are responsible for the smooth running of all events and activity at Unity, ensuring the highest standard of customer care is provided to our visitors. The Events Team works across box office, café/bar and front of house. The Duty Officer (Casual) leads this team at show times and during events.

The Duty Officer will act as public face of Unity and is responsible for the management of events occurring in Unity's public spaces. The role includes responsibility for locking up and closing down the buildings safely, liaising with visiting companies to ensure smooth running of events, ensuring the security of the building including cash handling, health and safety and data confidentiality, and to work with other staff to keep the front of house spaces safe, tidy and welcoming for all who visit the building.

We're looking for applicants who can provide experience in customer service roles, have a passion for live performance and the work of Unity and are both confident and motivating when leading a team.

**About Unity:**

Unity has, for over 40 years, been the home of innovate performance, emerging talent and artists with a strong social identity in Liverpool.

Unity is an arts organisation that provides space and opportunity for people to be creative, enjoy high-quality entertainment, and celebrate the communities of Liverpool. We work together to inspire creative risk and achieve a fairer and more accessible world. Unity can be experienced in our iconic building, out in the city and online for as many people as possible to enjoy.

*“I’ve never felt intimated. I’ve never felt like I didn’t belong. I think Unity really understand that without artists, it’s just a building.” -* Grace Gallagher – Ugly Bucket Theatre

**PRINCIPLE DUTIES**

* To manage events occurring in the front of house areas.
* To be a key holder and be responsible for locking up/closing down the building.
* To liaise with visiting companies and their representatives to ensure proper running of all events and their presentation to the public.
* To work with other staff members to ensure clean, tidy and safe front & back of house spaces.
* To notify the Technical Manager of technical work to be carried out in public areas.
* To be the public face of Unity, working across the key FOH roles including box office, bar/café, duty officer, usher and fire officer.
* To provide general assistance and help to all customers ensuring a consistently high level of care and courtesy at all times.
* To ensure all security and cash handling procedures are adhered to.
* To work collaboratively across the Event Team to ensure as high level of customer service for all our visitors, maintaining high standards of customer care at all times, and acting as a representative of Unity Theatre at all times.
* To work closely with the Box Office and Front of House Operation Manager to develop working practice and improve service standard.
* To contribute to the success of the team in meeting Unity Theatre’s aims and objectives.
* To read all briefing material and to be knowledgeable and enthusiastically promote the work of the theatre.
* To be responsible for securing the building, setting alarms and locking up at the end of a shift.
* To give information and assistance to customers and to help them enjoy their visit to the theatre.
* To participate in training and other forms of staff development.
* To ensure the confidentiality of the **General Data Protection Regulation 2018** is upheld and be aware of, and to adhere at all times to, the Theatre’s Policies, including Equal Opportunities, Health & Safety and Regulations of the City Council.
* To participate in training and other forms of staff development
* To work at other local sites as required by the needs of the business.
* Any such duties that may be required.

**PERSON SPECIFICATION**

Essential

* Passionate about live performance and the work of the Unity
* Demonstrable experience in a customer service role, preferably in a venue setting
* Experience of motivating team members on shift
* Proactive with excellent organisational and communication skills
* Ability to work on your own to analyse situations and solve problems
* Ability to work calmly under pressure and prioritise issues
* Proven ability in cash handling
* Valid First Aid At Work certificate

Desirable

* Experience of duty managing
* Experience of Box of Work
* Bar and catering experience
* Fire, Fire extinguisher & Fire evacuation training

**Terms**

Role: Duty Officer (Casual)

Department: Events Team

Location: Unity Theatre, Liverpool

Contract & Hours: Casual Contract, must be able to work daytimes, evenings and weekends. Shifts are a minimum three hours long.

Rotas are created on a monthly basis and you will be asked to let us know your availability in advance for each period. Shifts will be allocated based on this availability.

Application Deadline: Friday 30th September, 10am

Interviews: Interviews will take place on Tue 4 and Wed 5 October

Salary: £11 per hour (plus holiday pay)

Notice Period: one week during probation, one month thereafter

Coach: Front of House Operations Manager

Responsible For: Fire Officer, Ticket Sales Staff, Bar Staff, Usher

**Apply**

To apply for this role, please send your CV to info@unitytheatre.co.uk and complete the equal opportunities form on our website (see below).

Before applying please ensure you have read the information pack below. If you have any questions about the role ahead of application please email info@unitytheatre.co.uk and we will happily respond.

If sending a CV isn’t your preferred method of applying, please feel free to send in a 2 minute video or arrange a phone-call using the same email address as above. If you need support completing your application please email info@unitytheatre.co.uk and we can arrange this.

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Thank you and we look forward to receiving your CV.