

Duty Manager Job Description (casual)

About Oldham Coliseum Theatre

Oldham Coliseum Theatre provides distinctive and high-quality theatre performance and participatory activities, inspiring individuals and communities and making meaningful contributions to social and cultural regeneration in Oldham, Greater Manchester and nationally. Fostering a culture of aspiration, the theatre delivers a wide range of life-changing cultural experience, emphasising and promoting collaboration, sustainability and community cohesion.

Following the closure of the original building on Fairbottom Street on 31 March 2023, Oldham Coliseum Theatre is currently focused on delivering a cultural programme across the borough and working with Oldham Council on their plans for a new theatre opening in 2026.

The new building will be part of Oldham's Cultural Quarter and will provide a more modern, accessible venue for performers, participants in our engagement programme and audiences from Oldham and beyond.

Purpose

The Duty Managers will support the run of Roundabout, a 167-seater pop-up theatre that will host an artistic programme - including a variety of live events - from April until mid-July 2024. Focusing on work made in Oldham, the Coliseum at the Roundabout will bring relevant and entertaining stories for the whole family to enjoy.

Working closely with the Technical Manager, the Duty Managers are responsible for managing audiences and front of house operations. During performances, you will be based front of house, ensuring an excellent welcome for audiences and participants, compliance with health and safety procedures and liaising with the technical team on any technical issues.

We value our community and the different stories and experiences they bring to our spaces. We want to welcome our visitors with enthusiasm and authenticity, providing an experience that is right for them. We want to be helpful and informative at all times, anticipating the needs of our visitors and providing suggestions on how to get the most out of their experience at the venue and in our community.

How to apply

If you're interested in this opportunity, we'd love to hear from you. Please send the following to info@coliseum.org.uk

- An up-to-date copy of your CV
- One side of A4 paper or a 3-minute video, which explains your interest in the role and how you meet the requirements of the person specification
- The names and contact details of two referees whom we can contact should you be successful
- A completed equal opportunities monitoring form: <https://forms.gle/YW2Ft6cd2pnay942A>

Deadline for completed applications: Sunday 24 March 11:59pm

If you need support or reasonable adjustments with this process, or have any questions, please email info@coliseum.org.uk.

We want to create a community where everyone feels valued regardless of their background, identity, or circumstances. We are committed to equality and diversity within our workforce and particularly encourage those from under-represented backgrounds to apply.

Job description

Responsible to: Technical Manager

Responsible for: FOH assistants/ ushers (casual)

Works closely with: Production Manager (Paines Plough), Producer (Roundabout), Duty Technician, Stage managers/technical operators (casual), visiting company personnel

Main Duties and Responsibilities:

Management

- Take a lead role in the day-to-day operation of the venue, ensuring all events operate smoothly and efficiently.
- Work with the Technical Manager and Duty Technician to implement policies and plans for the venue and to ensure they are compliant, clearly communicated and fit for purpose
- Assist with the training of other staff as required, including inducting them in venue Health and Safety (H&S) policies
- Deputise for the Technical Manager and/ or Duty Technician in their absence ensuring the venue is safe and secure at all times. This includes being a key holder and being responsible for the security of the venue when opening and locking up.

Production and Events

- Carry out a full fire safety check of the entire venue at the start of each shift and immediately action any areas of concern.
- Undertake and record all regular compliance checks.
- Confidently disseminate the current show fire evacuation procedure to staff and crew.
- Actively maintain all public spaces, ensuring a safe and welcoming environment is upheld.
- Actively support technical staff to ensure all performance spaces are presentable and safe and are maintained pre and post show.
- Supervise and motivate venue staff, ensuring they are helpful and knowledgeable when assisting patrons, and accurately recording front of house staff attendance.
- Liaise with technical and production staff to coordinate the smooth delivery of every performance.
- Take a lead role in the managing of incidents and emergencies whilst on duty.
- Take responsibility for the calm and efficient evacuation of the entire venue in the event of an emergency.

Box Office

- Support with box office, responding to emails, processing bookings and dealing with enquiries as appropriate.

Health and Safety

- Abide by and promote the venue's health and safety policy in conjunction with current health & safety legislation
- Ensure that all visiting companies receive safety and building inductions and are fully versed in building procedures and fire and evacuation procedures.
- Ensure that all technical and front of house staff are familiar with the theatre's fire evacuation procedures.
- Work closely with the General Manager and Technical Manager to implement risk assessments.
- Be a first aider
- Ensure that all theatre areas are in a presentable and safe state, fire exits are clear and any repairs are acted upon and reported, advising the Technical Manager of any works needed

Other

- Represent the Coliseum at relevant meetings and events
- Actively participate in training events as appropriate
- Maintain the confidentiality of all affairs of the Coliseum that should properly remain confidential

- Be an effective representative of the Coliseum in all situations, demonstrating the highest level of customer care and promoting the theatre's work and charitable objectives
- Work in the best interests of the Coliseum and in accordance with company policies such as but not limited to equal opportunities, Health and Safety, safeguarding and IT
- To carry out any other reasonable duties as determined by the Producer and/ or Technical Manager

Experience

We're looking for an excellent, self-motivated person to support the company's work and vision. The Coliseum has plans to once again be a busy producing theatre; we are currently a small team with high expectations.

Essential

- Excellent visitor service skills and the ability to communicate effectively with people at all levels, both internally and externally
- Experience in supervising and motivating a team
- Excellent organisation and planning skills with ability to work flexibly under pressure and to prioritise
- Knowledge and practical experience of Health and Safety regulations with experience of implementing and monitoring safe working practices.
- An affinity for the mission, vision and work of the Coliseum and a passion to help achieve the theatre's success
- An understanding of our local community including how we can be inclusive and supportive of their needs
- A demonstrable commitment to creating an inclusive and welcoming work environment
- A positive attitude with a high level of self-motivation and ability to work using your own initiative taking personal responsibility and resolving issues independently
- An understanding of equal opportunity and cultural diversity issues in the delivery of our services including an understanding of access and disability requirements
- Flexibility in relation to duties and working hours which will require evenings and weekends.

Desirable

- Experience of house management including fire evacuation procedures and protocols, first aiding, and relevant licensing requirements
- Experience of ticketing, sales and box office related activities
- Qualifications in First Aid, Fire Marshal, Health and Safety
- Experience of delivering access requirements for visitors
- SIA badge holder (Security Industry Authority)
- Previous experience providing a community-focused service

Terms and conditions

Salary: £13.00 per hour
 Hours: Variable with a focus on evenings and weekends
 Holidays: 30 days pro rata inclusive of bank holidays
 Start date: April 2024
 Location: Oldham, Greater Manchester; some remote work