



ROYAL EXCHANGE THEATRE (RET)

JOB DESCRIPTION

ROLE: Visitor Experience Duty Manager
AREA: Facilitating
SALARY: £10.80 per hour
CONTRACT: Casual (Ad-hoc, as and when required)
RESPONSIBLE TO: Visitor Experience Leads

This is an exciting time to be joining the Royal Exchange Theatre, as we reopen our building and welcome visitors back to see a show or take part in a range of activities on or off our site. We emerge from Covid-19 as a new organisation with communities at our heart. We'll engage with all communities, learning what it means to be a theatre in the post pandemic world and bring new relevance to audiences and participants. The Visitor Experience Duty Managers play a vital role in creating an inclusive, warm welcome, fitting for this new era.

RET VALUES AND BEHAVIOURS

We are invested in the people we work with and their values and behaviours. We want all our team to display and live by the following principles:

ACCOUNTABLE

- We take ownership of our own part and are accountable for our own decisions.
- We trust others to be responsible for what they do, and how they do it, to drive the aims of RET and its future.
- We will challenge people and practice, as well as support them, to achieve our aims especially in our active commitment to removing discrimination.

HONEST

- We will ask difficult questions, feel empowered to do so and give and receive feedback, even if it is difficult to say or hear. This is vital for equality, diversity and inclusion.
- We will be empathetic and demonstrate emotional intelligence.
- We will learn to apologise if we have done something wrong – and move on.

OPEN

- We will develop the appetite to learn and grow, so that we can be truly open to anyone and everyone.
- We will be collaborative, flexible and adaptable in how we do things and get "stuck in" if we see others need help.
- We will welcome innovation and show entrepreneurship where we can.

WHAT WE WILL PROVIDE



- A supportive, inclusive and collaborative working environment. We will consider everyone's needs and improve where we can.
- Safe routes and structures to report anything that has a negative impact. We'll keep learning and growing.
- Personal and professional development opportunities.
- Ongoing training such as inclusivity, anti-racism, unconscious bias, mental health, and wellbeing.
- A stimulating and creative workplace where everyone's opinions and ideas can be shared.
- Competitive salaries and opportunities to contribute to pensions.
- Access to mental health and wellbeing services.

JOB OVERVIEW

This role will provide support in all areas of visitor experience through the effective management of people and systems. The postholder will strive for an environment that is inclusive, accessible, and safe. The postholder will have knowledge, and develop learning around, different cultures and a sensitivity around the different barriers people may face when entering our theatre. Working closely with the Visitor Experience Leads and Business Development and Hires Lead, the Duty Managers will ensure every visitor has a first class experience in our building. The postholder will need to achieve a balance between efficient operational controls and excellent customer service.

DUTIES AND RESPONSIBILITIES

- Manage all visitor facing roles, throughout a performance or event to deliver a safe, inclusive and welcoming environment.
- Duty Manage performances and events, including external hires.
- Ensure that all public spaces are safe, clean and welcoming, and comply with relevant Health & Safety requirements.
- Support and oversee cashing-up and all public space close down procedures. Be responsible for opening and closing the building.
- Oversee the smooth running of the ticketing system throughout the shift, helping the team to resolve problems and customer queries.
- Undertake risk assessments as needed
- Act as a first aider, ensuring first aid kits are replenished.
- Keep accident records as appropriate and in conjunction with other departments.
- Take responsibility for the safe evacuation of the theatre when necessary, acting as Incident Controller and a key member of the Incident Response Team.
- Take responsibility for the Health and Safety of public areas of the theatre.
- Work with the team to record and resolve all incidents, including complaints, operational failures, safety issues, and emergencies and ensuring these are properly recorded, investigated and escalated as appropriate.

DUTIES & RESPONSIBILITIES OF ALL TEAM MEMBERS



- Be aware of other teams' work, to help achieve RET's aims. Work well with colleagues across the organisation.
- Engage with projects and events led by other teams (such as fundraising events).
- Work to the Equality and Diversity policy of the RET and help to achieve the theatre's diversity action plan.
- Have an awareness of, and comply with, Health and Safety at Work and work to RET's Health and Safety Policy.
- Work to other guidelines, procedures and policies provided by the company.
- Take part in working groups and training sessions as required.
- Take part in ongoing evaluation and reflection of our work.
- As required, attend art and script meetings, as an engaged member of the team.
- Support RET's sustainability aims.
- Have develop learning around different cultures and be conscious of the barriers people face coming to the theatre. Aim to provide a considered experience for all RET visitors.

SKILLS/EXPERIENCE – ROLE SPECIFIC

- Experience of working in with the public, ideally in a similar environment such as a theatre, museum, heritage site or visitor attraction.
- Experience of managing or supervising a team.
- Experience of emergency plans, H&S and First Aid, including understanding their role and purpose as well as being part of a team putting them into action.
- Excellent interpersonal skills.
- The ability to work under pressure and multitask.
- Independent problem-solving skills and the ability to prioritise.
- Knowledge and commitment to learning around different cultures and a sensitivity to the barriers people may face when entering our theatre, in order to provide an equitable experience to all RET visitors.
- Ticketing & CRM system experience

DESIRED CORE SKILLS AND EXPERIENCE

- A passion/interest in live performance and theatre-making.
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- IT Literacy

Note

This job description will be reviewed on an annual basis and updated as appropriate.

Due to the nature of this work, this post will require evening and weekend working hours