

Job Description & Person Specification

Job title	Duty Manager (ref LEDdm059)
Reports to	Pavilion Manager
Location	Exmouth Pavilion
Salary	£17,767 – £20,024 per annum
Hours	37 hours per week

About LED Community Leisure

LED Community Leisure is a registered charity and a community benefit society. With over 15,000 members across 16 sites, we offer a range of diverse cultural, sporting and physical activities throughout East Devon and South Somerset in the sectors of indoor and outdoor sports, swimming, exercise and health, children's play schemes, educational programmes, sporting and cultural events and the performing arts.

LED Leisure Enterprises Ltd is a subsidiary of LED Leisure Management Ltd and was established to undertake trading on a commercial footing raising funds for the parent charity. The provision of catering, hospitality and events management is undertaken through LED's trading subsidiary LED Leisure Enterprises Ltd, including Ocean.

Our Vision & Values

Our Vision: To be the community leisure provider of choice

Our Values:

- Opportunities We will provide enjoyable, active, healthy & enriching opportunities that are inclusive to all members of our community.
- Our Customers We will work with our customers to continuously improve our service, facilities & activities.
- Our Team We will empower and invest in our team to meet customer and business needs.
- Sustainability We will work with all stakeholders to ensure business and environmental sustainability.

Job purpose

To support the manager to achieve the safe, efficient and effective day to day operation of the facility, with some financial targets and responsibilities. We are looking for a team player – someone with a sense of humour who is passionate about live music, performances and events, and maintains a calm and positive outlook even when under pressure. The Pavilion evolves and changes all the time, and the below responsibilities are only indicative of the full requirements of this exciting but busy role which will involve working evenings and weekends on a rota basis.

This post is exempt from the Rehabilitation of Offenders Act (ROA) (as amended) and appointment is subject to satisfactory outcome of disclosure (check of all criminal records).

Key responsibilities

1. Deputise for the manager in her/his absence, supporting and managing other staff and attending team meetings as required.
2. Supervise the use of facilities by both organisations, and individuals, ensuring that high standards of safety are maintained for both customers and staff.

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3. Work with the on duty staff to prepare the main auditorium for performances. Manage the opening and closing House, and the audience flow through the Front of House area, maximising food and beverage revenue.
4. The ability to engage confidently and pleasantly with a wide range of people. Ensure high standards of customer service are maintained at all times and all visitors (customers and artistes) to The Pavilion have a positive experience, but where appropriate, deal with complaints, quickly, confidently and effectively.
5. Be responsible for the on-shift management of all cash handling, till returns, stock control and retail activities as appropriate.
6. Cover reception and Box Office duties as required. The box office software system we use is Spektrix. Training can be provided.
7. Be responsible for the management of First Aid and Emergency action during the Centre's opening hours. A First Aid qualification is desirable, but training can be provided.
8. Ensure that the facilities comply with Fire, Health and Safety, Food and Hygiene Regulations. Qualifications are desirable, but training will be provided
9. Ensure that the security of the premises is maintained at all times and as a key holder be prepared to attend alarm callouts.
10. Assist the manager with the development and production of a comprehensive and varied programme.
11. Centre wide responsibility for one of the following as appropriate: Finance & Administration, Marketing and Promotion, Health and Safety, Bar Catering or other as designated.
12. This particular position will hold responsibility for acting as a point of contact with our Agents and Artistes regarding their marketing requirements. It will also involve the overseeing, coordinating and distribution of advertising and promotional material, and in some cases, creating both the online and offline artwork and editorial, including social media postings and an input into our seasonal programme of events. With this in mind, previous marketing experience would be ideal, or a very keen interest to learn.
13. Where applicable, to be responsible, in the absence of the licensee, for ensuring that the licensed bar and catering service is operated according to the appropriate procedures and conditions relating to the liquor license. You will also be required to serve behind both the bar and café at busy times, as necessary.
14. Assist the manager in achieving centre specific and section wide operational financial objectives. Experience of budgets, working to targets and KPI's would be preferred.

Essential Skills and Qualifications

- Previous duty management experience in a related environment
- Experience in maintaining financial records & administration
- IT experience including Word, Excel & Email applications
- Ability to remain calm in emergency situations
- Leadership skills

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Desirable Skills

- Current First Aid at Work Certificate
- Understanding of accounting concepts

All employees have the following activities included in their job descriptions;

- Support and promote LED's 'Vision and Values', leading by example.
- Contribute to reports for Trustees, EMT and partner working groups to consider issues relating to LED.
- Contribute to the performance of LED by participating positively in your appraisals, service planning and the team meeting process.
- Support EMT in ensuring LED offers a customer focused service to help achieve continuous improvement and innovation in service delivery.
- Recognise your role in forming constructive relationships, to help promote positive communication across the organisation.
- Act as an ambassador for LED.
- Attend meetings as required during working hours, or with a minimum of 24 hours' notice for out of hour's meetings.
- Comply with LED's Constitution, policies and procedures.
- Perform any other relevant activities, commensurate with the grading of the post, as required by your Manager.

Reviewed June 2019