



NOTTINGHAM
GIRLS' HIGH SCHOOL

GDST

GIRLS' DAY SCHOOL TRUST

JOB TITLE:	Front of House Duty Manager
JOB PURPOSE:	<ul style="list-style-type: none">• To provide duty management shifts for performances and events at Squire Performing Arts Centre.• To ensure a safe and welcoming environment for patrons and staff.• To ensure the delivery of excellent customer care, ensuring equality around all activities
ACCOUNTABLE TO:	PAC Manager
REPORTING TO:	PAC Manager
MAIN DUTIES:	<ul style="list-style-type: none">• To co-ordinate the front of house operations around performances and other events to provide a great customer experience and high levels of satisfaction, resolving customer concerns and issues at the time they are raised.• To manage the safety and wellbeing of the public when on duty, dealing with emergency situations as required.• To ensure performances and other events comply with the terms of the Squire Performing Arts Centre's Premises Licence and other statutory regulations.• To ensure that the Squire Performing Arts Centre welcome is sustained and reinforced by all the FoH team.• To manage the team of ushers and to prepare and deliver the welcome to audiences, delegates, guests and other visitors. Ensuring they display enthusiasm, warmth and high levels of personal presentation.• To maintain a high standard of presentation to the public, e.g. keeping all areas, including toilets, tidy and clear, displays stocked and neatly positioned and furniture and bins in place.• To implement Squire Performing Arts Centre's access policies and delivering associated services around arranged performances and events.• To maintain knowledge of associated Health and Safety regulations and Squire Performing Arts Centre polices and risk assessments covering the responsibilities of the role.
HEALTH & SAFETY	
GENERAL:	<p>All school staff are expected to:</p> <ul style="list-style-type: none">• Work towards and support the school vision and the current school objectives outlined in the School Development Plan.• Contribute to the school's programme of extra-curricular activities.• Support and contribute to the school's responsibility for safeguarding students.• Work within the school's health and safety policy to ensure a safe working environment for staff, students and visitors• Work within the GDST's Diversity Policy to promote equality of opportunity for all students and staff, both current and prospective.• Maintain high professional standards of attendance, punctuality, appearance, conduct and positive, courteous relations with students, parents and colleagues.• Engage actively in the performance review process.• Adhere to policies as set out in the GDST Council Regulations, Notes of Guidance and GDST circulars.• Undertake other reasonable duties related to the job purpose required from time to time.
	February 2019

Person Specification

Qualifications, Experience, Skills and Knowledge

Essential

Highly motivated with passion for delivering a positive customer experience
Enjoys a busy working environment and is able to cope under pressure whilst maintaining good interpersonal skills
Good communication skills, demonstrating the ability to work effectively with a variety of people including staff, young people, visiting and resident professional and the general public
Available to work evenings and weekends
High standards of presentation

Desirable

First Aid Certificate
Experience of working in a customer focused environment
Experience of working with young people
Knowledge of the arts, culture
An ability to understand the purposes of Safeguarding policies, procedures and guidelines within a school context

Safeguarding

Nottingham Girls' High School is committed to the safeguarding and promoting the welfare of children, and applicants must be willing to undergo child protection screening appropriate to the post, including checks with past employers and the Disclosure and Barring Service. The post holder will be required to keep their DBS certificate up to date via the on line update service and information will be provided on this.

Salary: £10.41 per hour on Zero Hours Contract

Hours of work: As and when required