

Duty Manager

Employer:	Kings Place Music Foundation
Date:	February 2024
Department:	Visitor Services
Responsible to:	Front of House Manager
Salary:	£17.25 per hour + holiday pay
Location:	Kings Cross

Kings Place is a committed equal opportunities employer. We strive to provide our employees with a work environment free from discrimination where everyone can succeed and excel. We recognise that our organisation is enriched and strengthened by a diverse workforce and we welcome applications from everyone.

Role Objective:

To be the key on-the-day lead of Kings Place artistic and corporate events; co-ordinating and managing all operational teams; liaising with the artists and clients, external production; managing logistics and timings; to ensure the highest level of event management and visitor care is delivered at all times.

This is a unique job role where you will be required to absorb and communicate a large amount of information in a limited space of time, and to ensure that the delivery of every event meets and exceeds the client's expectations. Therefore the highest level of professionalism, combined with exceptional leadership, organisational, communication, and problem solving skills, is essential.

Key Duties

- To be the key operational lead on Kings Place concerts and events. Acting as KPMF representative in the absence of a member of the senior management team
- Co-ordinating and communicating with the Visitor Services, Technical, Box Office, Catering, Security and Production teams to ensure the highest level of event management and visitor care is delivered at all times
- Manage, motivate and supervise the KPMF Operational teams
- Liaise with Client to understand, manage, and meet their expectations
- Co-ordinate and deliver pre-event briefings with all operational staff and clients
- Ensure all event spaces are set up according to the technical and operational specifications. And are kept safe, secure and are presentable to the highest standard at all times
- Providing advice, information and support to all visiting artists, customers and the KPMF team
- Encourage open communication and creative collaboration with other departments to promote the visitor experience across the organisation
- Ordering, organising and provision of hospitality as required
- Ensuring all public areas are kept tidy and have correct signage
- Addressing customer queries and complaints in a positive and effective manner to ensure customer satisfaction

Customer Service

- To ensure all staff are delivering an exceptional experience for artists, clients and visitors
 - Address client and visitor queries and complaints in a positive and effective manner
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Duty Manager

Security and Health & Safety

- Be fully conversant with the buildings emergency and evacuation procedures
- Lead evacuations of the KPMF and event areas.
- Ensure that all fire regulations, health and safety legislation and the conditions of the license are observed at all times
- Be responsible for the securing and resetting of KPMF areas at the end of each shift.

Staff Training and Development

- Assist the Front of House Manager in the organising and running of recruitment, team meetings, training sessions and staff inductions
- Develop and motivate staff through regular one to one meetings and training sessions
- Contribute to the regular revision of procedures and manuals

Administration

- Handle day to day administrative tasks relating to events
- Manage last minute changes by updating FOH staff rotas and liaising with the FOH staff in respect all shifts
- Complete and distribute reports on all events
- Review information provided by the Production teams
- Notify the Production department of any relevant on-the-day event recharges

Additional duties

- Comply with the KPMF equal opportunities and health and safety policies
- Deputise for the Front of House Manager during holidays or sick leave
- Attend KPMF meetings when required
- Undertake any other duties as required as appropriate to the grade and role of the post

Requirements:

- Strong experience management within a venue setting
 - Previous experience and relevant industry knowledge of working in a music environment is preferred
 - Experience of working with the public is essential
 - Ability to coordinate a team efficiently to deliver a common goal
 - Excellent communication and written skills
 - Flexible approach to working hours including unsocial hours
 - Diplomacy, tact and honesty
 - Knowledge of Health and Safety issues relating to public places
 - Proficient use of relevant IT packages
 - First Aid Trained or willing to be trained
 - IOSH trained (desirable)
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