



JOB VACANCY			
Job Title:	Duty Manager	Job Category:	MMC Staff
Department/Group:	MMC Venue	Job Code/ Req#:	
Location:	Mountsorrel	Travel Required:	Ad hoc travel may be required
Level/Salary Range:	£24,238 Pro Rata £12.43 per hour	Position Type:	20 hours per week
Line Manager: HR Contact:	Venue Manager	Date Posted:	18.03.24
Responsible for:	Casual Staff and Volunteers	Posting Expires:	
External Posting URL:	www.mountsorrelparishcouncil.co.uk www.mmcvenue.co.uk		

Applications should be sent to:

Email: manager@mmcvenue.co.uk

Mail: Manager, MMC Venue, 105 Leicester Road, Mountsorrel, Leicestershire LE12 7DB

JOB DESCRIPTION

Role and Responsibilities

The MMC Venue is a modern Community and Arts Centre with live entertainment and conferencing facilities. We are a friendly and enthusiastic team, with a real passion for providing outstanding levels of customer service. This is a key role and as part of the Duty Management team, you will be the face of the MMC Venue, ensuring a great customer experience for all our visitors.

You are required to have:

- A strong customer focus with excellent leadership skills and a friendly, approachable style.
- Duty management skills to ensure the safe, smooth and efficient running of the venue whilst on shift in line with operational procedures and emergency action plans.
- A good understanding of the health and safety requirements of the venue ensuring all staff are trained to execute any procedures required and that policies are always adhered to.
- Excellent presentation skills and an eye for detail.
- The capacity to work well under pressure and to perform calmly in a fast-paced environment.
- Clear communication skills.
- Weekend and evening availability (essential).

Your responsibilities and duties will include:

Leadership

- To manage shows and events.
- To be responsible for casual staff and volunteers, including managing their rotas.
- To motivate the team to deliver excellent service.

Operations

- To ensure efficient and effective running of the operational side of the Venue.
- To duty manage the Front of House for shows and events.
- To ensure the smooth running of the bar service, ensuring all preparation procedures are adhered to including ensuring adequate stock levels, issuing floats, cashing up and banking.
- To recruit, train and develop casual staff to create an effective, knowledgeable and service-led team to deliver the Front of House and Bar operations in collaboration with the Café Supervisor.
- To assist the operation team with room and event setups and basic maintenance.
- To work with the Venue Manager to continually improve the customer journey.

Health, Safety and Security

- To act as a nominated representative in charge of the whole building whilst on duty, and to act as a key holder, opening, closing and securing the building as required.
- To be fully conversant with the Evacuation Procedure and the Health & Safety Policy. To ensure that all Front of House staff are trained to execute any procedures and that policies are adhered to at all times.
- To be responsible for certain elements of the Venue's Health & Safety and legislative responsibilities including the Premises License, First Aid and COSHH. Plus other aspects as deemed appropriate, including training, equipment maintenance and record keeping.
- To ensure all necessary Health & Safety procedures and policies are in place and maintained by all staff.
- To support the Facilities Officer to maintain and produce accurate Risk Assessments for all elements of service delivery and to undertake periodic reviews and updates of all Front of House assessments.

Maintenance

- To ensure that the Venue is maintained to a high standard.
- To ensure the Venue is clean, tidy and presentable at all times, and in so doing carry out necessary cleaning and tidying tasks to ensure this is the case.
- To liaise with the cleaners in arranging additional cleans following events.

Events

- You will be the main point of contact during an event or show for customers. Events include wedding receptions, parties, local theatre groups, fayres and dance academy performances.
- You will liaise with customers and ensure all their needs are met.
- You will ensure suppliers are following the correct procedures.
- You will liaise with the Events Coordinator prior to the event to ensure that all needs and requirements of the booking are met.
- You will be involved in the development and management of internal events hosted by the Venue such as Christmas Fayres, Wedding Fayres, Beer Festivals and Pantomime Fun Day.

Visitors & Enquiries to the Venue

- To provide excellent standards of customer care and support at all times.
- To meet and greet visitors, ensuring a positive welcome into the Venue.
- To take telephone calls and ensure customer enquiries are dealt with in a timely and positive way.
- To ensure the appropriate procedures are followed for visitors eg. signing in and issuing visitor badges.
- To ensure any directional notices are in place for guests.
- To oversee and deal with any enquiries relating to 'lost property.'

Systems

- To have a basic knowledge of the Venue's room booking system (Edge).
- To be able to process ticket sales, both via phone and in person, through the Venue's ticketing software.
- To check any online bookings daily.

Finance/Money Handling

- To be able to issue floats and cash up the bar and reception tills.
- To be able to receive cash, cheques, credit card and online payments and issue tickets for shows and receipts for the hire of facilities.

Additional

- To follow up on potential sales leads and assist with any sales activities.
- To store and circulate customer feedback and inform the Venue Manager if receiving repetitive comments.
- To be pro-active in seeking any missing information on bookings.
- To support the needs of other departments, within reason, and under instruction of the Venue Manager or Customer Relations Manager.
- To identify where an event may be over-running and flag this to the Venue Manager if this cannot be easily resolved.
- To complete weekly time sheets and holiday request forms for submission.
- To meet the Venue's agreed standards of dress and appearance codes.
- To be prepared to cover other roles, insofar as they are able, on a short-term basis to cover for absences and undertake any other duties of a similar nature to the above as reasonably requested to do.

Qualifications & Education Requirements:

See person specification.

Other information relating to this post:**External and Internal Contacts**

You will be required to converse with Councillors, customers, contractors, suppliers, members of staff and partner agencies. Exchanges will be face to face, via telephone, written or by electronic communication.

Working Environment

You will need to adhere to all policies and procedures in the Employee handbook.

This role is mainly office based but some home working may be considered. This must be agreed by the Venue Manager.

The Council operates a smoke-free policy and the postholder is prohibited from smoking in any of the Council's buildings.

All staff must commit to Equal Opportunities and Anti-Discriminatory Practices.

Health and Safety at Work

Mountsorrel Parish Council's Policy, and all relevant Health and Safety at Work Instructions are to be considered as part of this job description.

Data Protection Act 2018

All employees who are involved in the processing or handling of computer data have an obligation to comply with the terms of the Data Protection Act 2018 and the Council's Data Protection Policy.

Mountsorrel Parish Council Policies

The post-holder is expected to familiarise themselves with and adhere to all relevant Parish Council Policies and Procedures.

Performance Management

You will be given an annual appraisal and six-monthly review that will form the basis of your Personal Development Plan and will be linked to the Council's objectives. You will also receive collaborative one to one meeting on a regular basis with your line manager.

Reviewed By:		Date:	
Approved By:		Date:	
Last Updated By:		Date/Time:	

PERSON SPECIFICATION		
	Essential Attributes	Desirable Attributes
Qualifications	O Levels/ GCSE in Mathematics and English OR Equivalent Experience as below.	First Aid Trained. SIA License.
Communication Skills	Have clear communication skills with both the MMC Team and Customers.	
Knowledge and Experience	Enthusiasm and energy with a real focus on consistency and detail. Experience in an arts/ leisure/hospitality environment. Experience of managing staff. Cash Handling Experience. Previous experience within a Customer Service environment.	Food hygiene certification and Barista skills/training. Experience of bar management. Trained First Aider. Experience of building responsibility.
Skills	Great organisational skills. Enthusiastic and committed approach to work. Partnership and collaborative working. Committed to excellent customer service. Must be able to complete manual handling tasks equivalent to room set-up. Good problem-solving skills.	

	Able to work on own initiative to develop new areas and opportunities within the Venue.	
Information Technology	Computer literate.	
Other	<p>Ability to lone work.</p> <p>Ability to be flexible within the contracted hours to manage evening and weekend events.</p> <p>An understanding of equality and diversity issues is essential to ensure that we offer a high-quality service that is accessible to all members of the community.</p>	