



The Shaw Theatre is a commercial 446 seat venue owned and operated by the four star hotel Pullman London St Pancras part of the Accor group. The Shaw Theatre plays host to an electric programme of artistic hires and corporate conferences.

DUTY MANAGER

The duty manager will work alongside the theatre management team to offer a safe and welcoming environment for all visitors, freelance/contract staff, hirers and staff. The role also includes ensuring a high standard of customer service is offered to all who pass through the theatre doors

JOB DESCRIPTION

Job Title: DUTY MANAGER
Responsible to: Theatre Manager, Assistant Theatre Manager
Responsible for: Front of House Assistants

DUTIES

CUSTOMER SERVICE

- Welcome all customers in a polite and enthusiastic manner, and to ensure a high standard is delivered to all who enter the building.
- To ensure the Shaw has a proactive approach to delivering an inclusive and accessible experience to a diverse audience base.
- To work within the theatre management team offering the highest level of attention to events.
- To offer a high level box office service as requested during shifts.

HEALTH AND SAFETY

- To ensure all duty management checks are completed and recorded.
- Be fully conversant with the appropriate emergency and evacuation procedures and assist with all evacuations of the Theatre.
- To carry out staff fire and escape drills as required under the terms of the Theatre licence.
- To work proactively with the designated freelance technician to ensure all health and safety requirements are met throughout when the theatre is in use.
- To be fully knowledgeable with the Shaw's licence, chaperone policy, and the accurate completion of authority visits.

ADMINISTRATION

- To engage and support all departments in the delivery of the Pullman/ACCOR vision and values.
- To ensure the accurate completion of show reports.
- To complete all duty management checklists.

STAFF MANAGEMENT

- To be proactive in the successful management of theatre ushers and freelance technicians.
- To maintain a professional and pro-active attitude at all times, promote high standards of service, motivate, coach and monitor performance and to ensure staff welfare.
- To foster a positive working environment amongst theatre and Pullman staff.

FINANCIAL MANAGEMENT

- Reconcile box office, merchandise and ancillary sales for ACCOR and hirer records.
- To work with the Shaw Theatre Manager to manage and achieve the venues budget/sales model.

VENUE MANAGEMENT

- To duty manage artistic performances, technical days, and corporate events as needed.
- To be a proactive member of the theatre management team to ensure that all clients receive the highest level of service.
- To act as First Aider at all times.

GENERAL

- To be a proactive member of the Accor team supporting the management of both the Shaw Theatre and the Pullman London St Pancras.
- Undertake any other duties that may be required by the Theatre Manager.

PERSON SPECIFICATION

SKILLS

- Excellent customer service skills
- Excellent communication skills
- Attention to detail
- Ability to multitask
- Reliability and flexibility

QUALITIES

- Confidence
- Able to demonstrate imitative
- Professional attitude towards work
- Adaptable and able to remain calm under pressure
- Takes a positive and measured approach to overcoming challenge

EXPERIENCE

- Duty Management experience within the arts industry
- Ability and willingness to adapt style to build relationships and establish credibility with colleagues and the public
- Proficient I.T. skills including Microsoft Office, Excel and Outlook

TERMS AND CONDITIONS

Terms of Employment

This is a permanent part time 60 hours per month contract.

Salary

£10.35 per hour plus the potential to earn 8% in annual bonus.

Hours

You will be required to work evenings, weekends, and bank holidays. Hours will be issued on a rota basis by the 20th of the previous month.