



<b>Job Title</b>	Duty Manager
<b>Reporting To</b>	Venue Manager
<b>Responsible For</b>	Bar Manager, Front of House Manager, Security, Box Office Staff

## **Background**

The Buzz is an exciting new purpose-built, fully flexible performance space, focussing on immersive and interactive theatre. The venue will be a destination for leading creatives in this exploding art form to meet, network and develop new ideas and productions.

The Buzz will also be a community hub for local students, schools and residents, offering specific opportunities to develop and learn new skills in the world of interactive and immersive events.

The Buzz is being built as part of Mercato Metropolitan, a vibrant and popular undercover market destination in Borough.

## **Purpose of the Role**

To be responsible for the daily operations of the venue when on shift, in conjunction with the Front of House Manager, Bar Manager and production staff from visiting productions.

## **Responsibilities**

### Duties

- Ensure the building complies with all H&S and licensing policies and that licensing objectives are being met.
- Support the FOH Manager, Bar Manager and Events Manager in the smooth delivery of all internal and external events at The Buzz.
- Open or close the building in accordance with the set procedure as required.
- Carry out a full fire safety check of the site at the start of each shift and immediately action any areas of concern.
- Manage all incidents and emergencies whilst on duty.
- Ensure all public areas are always presentable and welcoming.
- Ensure all FOH displays and merchandise are tidy and well stocked.
- Supervise box office staff and be fully trained in our box office system, covering breaks as necessary.
- Take responsibility for the efficient evacuation of the venue in the event of emergency.
- Support visiting production teams to ensure all performance spaces are safe and presentable pre and post shows.

### General

- To always act in the best interests of The Buzz.
- To provide excellent customer service to all visitors to The Buzz.
- To be knowledgeable about The Buzz's customer offering.
- Adhere to The Buzz's policies including Equalities, Sustainability and Health and Safety.
- Any other duties as reasonably required.

## Person Specification

- The ability to function well under pressure in a fast-paced immersive theatre environment.
- Excellent people management skills, with experience of successfully managing and motivating teams.
- A skilled and confident communicator (both verbal and written).
- Strong IT skills, in particular the Microsoft Office suite of applications.
- Commitment to high level of customer service.
- Keen interest in the arts, and in particular the objectives of The Buzz.

## Terms & Conditions

Hours                   Hours are flexible depending on our programme.  
You must be available to work evenings and weekends.

Starting Date       November 2018

Salary               £15.00/hr plus holiday pay

Contract Type     Casual

## Application

Please send a current CV and cover letter to [recruitment@thebuzz.london](mailto:recruitment@thebuzz.london)

Closing date: 12<sup>th</sup> October 2018

Interviews will be held week beginning 15<sup>th</sup> October 2018