Duty Manager Application Pack

**Trinity Community Arts**

Thank you for your interest in applying for the role of Duty Manager at Trinity Community Arts. In this application pack you will find:

* Job description
* Person specification
* Trinity Recruitment Policy
* Further information about Trinity and the work we do

**How to Apply**

Trinty is an Equal Opportunities employer and actively encourage applications from all backgrounds and communities. We recommended reading the job description and person specification thoroughly and describe exactly how you meet the requirements as this is the basis on which candidates will be shortlisted for interview.

We will make reasonable adjustments to the recruitment process if you have a disability or long-term health condition, or if you need something different or additional as part of the recruitment process. Please get in touch on info@trintybristol.org.uk / 0117 935 1200. Please do let us know if this applies to you, or if you need this document in a different format.

To apply please download and complete an [application form](https://www.trinitybristol.org.uk/about/get-involved/job-vacancies/application-form) and email to info@trinitybristol.org.uk with ‘Activities Coordinator’ in the subject. Please also fill in an anonymous online [equal opportunities](https://my.trinitybristol.org.uk/equal-opportunities/). Please note we do not accept CV applications.

**Job Title:**  Duty Manager

**Contract type:** Shifts may vary

**Responsible to:** Facilities Coordinator

**Team:**  Events

**Rate of Pay:** £10.50/hr (regular hours) or £12/hr (anti-social hours)

**Hours:**  zero Hours

**Annual Leave:** n/a

**Introduction**

Trinity are looking for a casual Duty Manager to join our team to help us with the delivery of our exciting live and club programme and our early morning starts to get the venue ready for a day of diverse bookings. The role will require someone who is willing to work flexibly according to our growing events calendar which includes everything from regular classes, community meetings and conferences, live performances, club nights and weddings. The Duty Manager has responsibility for the safe and effective operation of the building during activities and events. The ideal candidate will be able to work with a diverse range of people and be able adapt to an ever-changing environment.

**Role Responsibilities**

1. ensure public safety

Including: Health & Safety, Risk Assessment, Fire Safety, Evacuation, First Aid, Accident/Incident Reporting

2. Uphold licensing conditions Including: Sale of alcohol, opening times, control of noise.

3. Safeguard children, young people and vulnerable adults

Including: Challenge 25, incident reporting.

4. Ensure the hirer upholds the terms & conditions of their hire

Including: appropriate décor, venue left as found i.e. rubbish removal, get out on time.

5. Provide quality customer service

Including: accommodating customer where reasonable, responding to feedback, reporting complaints.

6. Ensure Trinity’s policies are upheld

Including: Code of Conduct, Equal Opportunities.

**Key Duties**

* Act as a designated key-holder and guardian of the Trinity Centre.
* During contracted hours, work to ensure safe and effective operation of the building, the activities and events, including but not exclusive of:
	+ Ensuring all activities comply with our policies, standards, working practices and Health and Safety guidelines; ensuring compliance at all times of licensing regulations, including Wedding License requirements and Alcohol sales
	+ Ensuring an exceptional standard of service to all visitors, hirers and Centre users and dealing effectively with customer enquiries
	+ Working flexibly according to our ever-changing events calendar and with a diverse range of people
	+ Maintaining the good appearance of all public areas and areas surrounding the centre building
	+ Helping prepare spaces and equipment for events and activities
	+ Helping to uphold the Centre’s Policies relevant to the area of activity, in particular, but not exclusive of, Health & Safety, Child Protection and Equal Opportunities
	+ Attending meetings with Events and Centre staff as required in order to ensure effective management of the building during events
	+ Carrying out all monitoring and recording of audiences/user groups as required
* Undertaking any other work as agreed with the Programme Manager and/or Centre Director where appropriate and/or as may be required as part of a shift.

All staff are expected to uphold the Centre’s commitment to equality of opportunity and adhere to our policies, in particular; Health & Safety and Safeguarding policies.

**Person Specification**

Essential

* Experience of duty managing large-scale events and working in front-of-house roles
* Experience as a responsible key-holder for a public premises
* Proven understanding of issues around Health and Safety in a public space, licensing and implementing procedures
* Ability to use initiative and work with minimum supervision
* Experience of working with the public, including problem solving and managing difficult or challenging situations
* Excellent interpersonal and customer-care skills and a commitment to providing excellent service
* Understanding and awareness of Safeguarding and its implementation
* Basic technical experience (i.e. audio & visual equipment)
* A flexible approach to work, including the ability to work unsocial hours
* Good communication skills

Desirable

* Commitment to the values and objectives of Trinity Community Arts and the work of the Trinity Centre
* Experience of working within a diverse community environment across a range of events
* Experience of working with box office systems
* Experience of cash handling
* An interest in the breadth of activities of the Centre, whether community, arts, music or late-night culture.
* First Aid qualification
* Fire Marshal training
* Health & Safety training
* Technical training (Sound systems, lighting, microphones)

**Additional Information**

The post holder will be expected to work flexible hours where required, including early mornings, late evenings and weekend shifts. Shifts will be agreed in advance via a monthly rota.

Shift patterns Events range from small to large scale public and private functions. Hours of work will vary - shifts may cover some of the following:

* Live music/performance events - Monday-Sunday evenings, 5pm-1am
* Club nights - Friday and Saturday 9pm-5/6am (set-up between 5pm - 10pm)
* Weddings - Friday, Saturday and Sunday, 8am-5pm / 4pm-2am
* Other weekday/weekend daytime functions and events

**Trinity Recruitment Policy**

**Equal Opportunities**

Trinity Community Arts is an equal opportunities employer and encourages applications from suitably qualified and eligible candidates regardless of gender, race, disability, age, sexual orientation, religion or belief, socio-economic class, A commitment to equality of opportunity is a necessary qualification for any job within the organisation.

**Training**

The post holder will be given training in first aid, health and safety and fire marshal as well other training opportunities as identified (all induction and time spent training will be paid for).

**Safeguarding**

An basic check with the Disclosure and Barring Service (DBS) is required for this post, in line with our Safeguarding Policy.

**Ex-Offenders**

Trinity supports the rehabilitation of ex-offenders and is committed to ensuring that suitable skilled employees are not excluded from this post, where this does not conflict with our Safeguarding Policy.

**Application Assessment**

As an equal opportunities employer, we ask applicants to use a standard application form, instead of a CV, so that we are able to remove all personal details from the assessment process and only assess on the details contained in the body of the application.

Short-listing decisions are based solely on the information provided within the Application Form. All candidates must provide sufficient evidence concerning how they meet the job requirements, even if they are known to the organisation. We do not take any previous knowledge we may have of candidates into account.

**Feedback**

We will notify all candidates who have not been short-listed for interview. Due to the level of applications received for most posts, we do not provide detailed feedback at the application stage. The most likely reason for not short-listing is that other candidates matched person specification more closely. We are committed to providing detailed feedback to candidates unsuccessful at the interview stage. Please contact hr@trinitybristol.org.uk / 0117 935 1200 for further information about this post or our Recruitment Policy.

**About Trinity**

Our mission is to empower communities through arts and make sure everyone has the opportunity to access and shape arts and culture in Bristol.

We provide a progressive a programme of arts and cultural events, social activities and projects, giving people space to come together, create, connect, learn, share and celebrate.

Based in the Trinity Centre, this much-loved historic landmark is a cultural hub for East Bristol and one of the city's few remaining independent live-music venues, used by over 60,000 people each year.