



**CHATS
PALACE**

Job Description Duty Manager

Terms & Conditions

Contract: Zero-hours contract

Pay Rate: £9.50 per hour

Reporting to: General Manager

Base: Chats Palace, 42-44 Brooksby's Walk, London E9 6DF

As part of the team, the Duty Manager's role is to manage the operation of events and performances, overseeing event staff, and facilitating room bookings. The Duty Manager ensures that the arts centre's spaces are safe and welcoming environments and that all visitors to Chats Palace receive an outstanding level of customer service.

Event / Performance

- Deliver a smooth operation of events, performances and room bookings and supervise event staff to ensure events run to schedule and in line with contractual obligations.
- Maintain effective and efficient event procedures, ensuring the highest possible standards of customer care by establishing and maintaining good relationships with audience members, visiting companies, and all other visitors to the venue.
- Work as directed by the General Manager to ensure the safety and comfort of all users of the venue at all times.
- Supervise the venue and events to comply with Health & Safety and Public Entertainment License regulations.
- Confidently lead on emergency procedures (e.g. in the case of evacuation, fire, accident) and attend necessary training. Brief and train visiting companies on these procedures during their visit.
- Complete Duty Manager House Report for each event.
- When appropriate, record audience feedback, collect monitoring information and publicise future events.
- Ensure that all staff on shift are working productively and provide on-going tasks during quiet times.

Other duties

- Promote the venue's programme and services, including information about upcoming events, and venue hire.
- Be responsible for premises security including opening/closing the building as required and ensuring that fire routes are kept clear and exits secure.

- Ensure the building is maintained and clean at all times; including rooms set up and set down as required.
- Assist with the induction of new staff, and ensure continued staff development and on-site training.

Requirements

Essential

- Substantial duty management or event management experience in a theatre or arts centre.
- Excellent customer care skills and the ability to communicate efficiently and handle sensitive situations.
- Proven experience in supervising/managing staff.
- Substantial knowledge and understanding of Health and Safety and Security issues.
- Ability to lead and manage a team and work within a team environment.
- Flexible and adaptable, with an ability to be proactive and take the initiative within agreed guidelines.
- Ability to keep calm under pressure and to prioritise work.
- Willingness to work flexible shift patterns and unsocial hours.
- A knowledge of and commitment to the principles of Equal Opportunities and an understanding of the issues relating to cultural diversity within an organisation.

Desirable

- An understanding of working within an arts centre setting and an interest and enthusiasm in the arts.
- Health and Safety and Fire Warden qualification.
- First Aid qualification.

To apply for this post, please send your cv and a covering letter, specifying how you meet the post requirements, to jobs@chatspalace.com.

Deadline for submissions: Tuesday 18th April 2017

Interviews: Monday 24th April 2017



CHATS PALACE

Chats Palace Arts Centre

At Chats Palace, we are passionate about artists and the role they play in making vibrant and welcoming communities. Our vision is to be renowned as a unique and intimate venue bringing world-class arts and music to Homerton's doorstep.

We have occupied the striking, Grade 2 Listed former Homerton Library building since 1976. The venue currently comprises a flexible performance space, a bar area which is also used for informal performances, a rehearsal studio, a meeting /study room and a workshop, as well as office space. Chats Palace offers a wide-ranging programme including gigs, theatre, cabaret and dance in the evenings and weekends; and hosts community groups, rehearsals, workshops and classes during the day. At weekends we host popular 'family days'.

At Chats Palace we are ambitious about being local. Firmly rooted in a rich artistic heritage and at the very heart of Homerton, Chats Palace has a tradition of developing arts activities and events with old and young, celebrating Hackney's cultural diversity, and working with those disenfranchised from the arts establishment. These communities remain a priority with our focus on nurturing an ethos of local ownership through the development of a volunteer programme and by actively engaging with local residents through Tenants and Residents Associations (TRAs) and the Chatsworth Road Traders amongst other local groups.

Our building is at the crossroads of a rapidly changing demographic, and at the beginning of an exciting re-invigoration - an upgrade of the building and facilities and a new bar offer. This is an inspiring time to join the small management team and work alongside a focussed, hands-on board of local entrepreneurs, artists and business people. With our 40th anniversary in 2016 we are developing a range of new creative partnerships, building our reputation as an intimate performance space cherished by artists for creative conversations, and as a destination venue attracting London wide audiences.



Equal Opportunities Monitoring Form

CONFIDENTIAL

In accordance with its policy on equal opportunities in employment, Chats Palace will provide equal opportunities to any employee or job applicant and will not discriminate either directly or indirectly because of race, sex, sexual orientation, gender reassignment, religion or belief, marital or civil partnership status, age, disability, or pregnancy and maternity.

In order to assess how successful this policy is we have set up a system of monitoring all job applications. We would therefore be grateful if you would complete the questions on this form. We have asked for your name to enable us to monitor applications at shortlisting and appointment as well as application stage.

All information will be treated in confidence and will not be seen by staff directly involved in the appointment. The questionnaire will be detached from your application form, stored separately and used only to provide statistics for monitoring purposes. Thank you for your assistance.

Post title:	
Location:	Chats Palace, 42-44 Brooksby's Walk, London E9 6DF
Full name:	
1. Gender: MALE / FEMALE	
2. Date of Birth	
3. Do you identify yourself as having any disabilities? YES / NO	
5. Ethnic origin I would describe myself as (choose 1 section from A to E, and then tick the appropriate box to indicate your cultural background):	
A White:	
British	
English	
Scottish	
Welsh	

Irish	
Other, please specify:	
B Mixed:	
White and Black Caribbean	
White and Black African	
White and Asian	
Other, please specify:	
C Asian, Asian British, Asian English, Asian Scottish or Asian Welsh:	
Indian	
Pakistani	
Bangladeshi	
Other, please specify:	
D Black, Black British, Black English, Black Scottish, or Black Welsh:	
Caribbean	
African	
Other, please specify:	
E Chinese, Chinese British, Chinese English, Chinese Scottish, Chinese Welsh, or other ethnic group:	
Chinese	
Other, please specify:	
7. Where did you see this post advertised?	
<p>Data protection: Information from this application may be processed for purposes registered by Chats Palace under the Data Protection Act 1998. Individuals have, on written request [and on payment of a fee] the right of access to personal data held about them.</p>	

I hereby give my consent to Chats Palace processing the data supplied in this form for the purpose of recruitment and selection.

Applicant's signature:

Date: