

Saffron Hall



Recruitment Pack Duty Manager



About Saffron Hall Trust (SHT)

We are an arts and education charity based at Saffron Hall, bringing exceptional musical performances to local and regional audiences, raising aspirations among young people, and promoting well-being in the community. Saffron Hall, on the site of Saffron Walden County High School campus, lies at the heart of a unique partnership between Saffron Hall Trust and Saffron Academy Trust- a family of schools providing outstanding state education for their communities.

Saffron Hall opened in 2013 with a season of just twelve concerts. Eight years later it boasts a world-class music programme that includes two Resident Orchestras, classical, opera, folk, big band, brass band, swing, jazz, world, and genre-defying music. Dance, musical theatre, pantomime and spoken word have since been added to the programme. To date, we have presented 500 events and 200 local amateur concerts and sold over 330,000 tickets to more than 45,000 bookers on our database. Since 2015, our schools and community programmes have engaged with over 50,000 participants.

At the heart of our programme is the belief that all are entitled to high-quality performing arts experiences. It is this spirit of equal opportunity that is endlessly appealing to audience members, artists, and participants alike. Some of the world's finest artists regularly appear on stage with young people and amateur performers or take part in our schools and community programmes. From artists such as Nicola Benedetti, Jess Gillam, Kathryn Tickell, and Courtney Pine to ensembles such as Britten Sinfonia, the London Philharmonic Orchestra, the National Youth Jazz Orchestra and Boy Blue Entertainment, they have all become genuinely bound to our community, making the performing arts an integral part of life in our area.

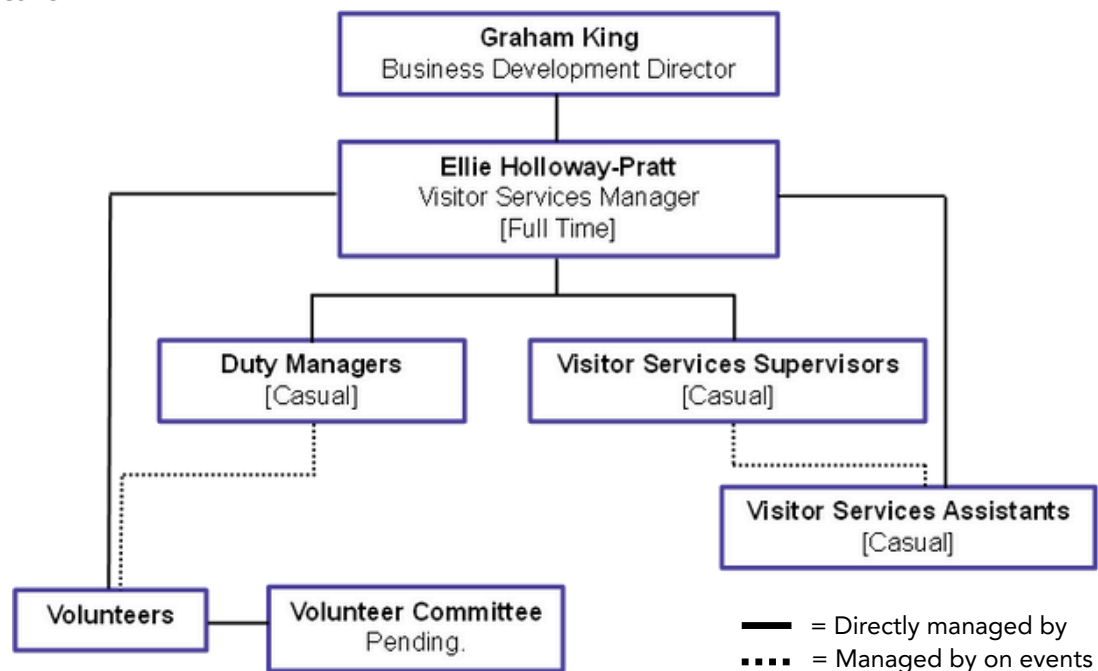
We have assembled a team of experienced, highly motivated, and like-minded people with an ethos that combines a desire to share a passion for the arts with the wider community whilst exploring how this can be achieved in new and innovative ways. We think that what we do is worthwhile, how we do it exceptional and the environment we work in exciting.



About the Visitor Services Department

Saffron Hall Recruitment

Structure



Overall Duty and Responsibility

The Visitor Services Department's main focus is to ensure that each and every visitor to Saffron Hall has a truly positive and memorable experience; so much so, they wish to come back time and time again.

As members of the Visitor Services Department, you are often the first people the audience interacts with at an event. First impressions are key and it is therefore imperative that members of this team understand that they are an ambassador of Saffron Hall Trust.

Exceptional customer services skills are imperative and you should feel passionately about delivering these.



Full Job Details

Saffron Hall Recruitment

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| Position: | Duty Manager |
| Responsible to: | Visitor Services Manager |
| Responsible for: | Volunteers (on shift) |
| Location: | Saffron Walden, Essex |
| Travel Required: | External events are rare, but for these instances, travel will be required. |
| Rate of pay: | £16ph + holiday pay |
| Position Type: | Casual |
| Hours of work: | <p>The majority of our events take place Friday to Sunday; however the occasional weekday is required.</p> <p>Typically, 5-to-8 hour shifts on concert & event days.</p> <p>Due to the nature of our programmed 'seasons', we are generally quieter over the Summer and again in January/February.</p> |
| HR Contact: | foh@saffronhall.com |
| DBS Checking: | This appointment may be subject to an enhanced Disclosure and Barring Service check. Saffron Hall Trust is committed to safeguarding and promoting the welfare of children, young people, and vulnerable adults. We expect all staff and volunteers to share this commitment. |

Duty Manager

Saffron Hall Recruitment

Reporting to the Visitor Services Manager (VSM), the Duty Manager is responsible, whilst on shift, for the smooth and efficient running of Saffron Hall's Front of House operations as well as the identification and implementation of long-term strategies for Front of House management development.

The Duty Manager leads and develops the team of volunteer Front of House staff, in both their activity and their approach, to provide at all times a safe, warm, friendly and vibrant environment for audiences, visitors, and staff.

Main Duties & Responsibilities:

- To ensure the safety of our patrons at all times whilst on site, and coordinate emergency procedures alongside the Platform Manager, in line with Saffron Hall Trust's Health and Safety policies and procedures.
- To ensure a visible presence on site, and act as an ambassador for Saffron Hall Trust at all times.
- To ensure the foyer and auditorium are set up as a required and to monitor the cleanliness of spaces frequented by our patrons; and to ensure all areas are left in a satisfactory condition following each event.
- To assign the roles for the volunteers for each event.
- To present safety and event briefing to Front of House teams, including volunteers, for each event.
- To be aware of the needs of patrons with disabilities of all kinds and to ensure those needs are dealt with tactfully.
- To complete and distribute an electronic show report at the end of each shift.
- To maintain the secure and accurate handling of all monies managed by Front of House in keeping with the Hall's financial regulations.
- To oversee the selling of programmes and merchandise.
- To have an understanding of the Trust's wider operations and how the Front of House team fit within the structure.
- To adopt a responsible attitude towards the proper use, care, and security of the premises and property belonging to, or the responsibility of, SHT.
- To hold an up to date First Aid at Work qualification and to administer First Aid when necessary.
- To make yourself available for additional training as required.
- Undertake any other reasonable duties as required by the VSM.

Please note: all training, including a 3 day First Aid at Work course will be provided.

Duty Manager

Saffron Hall Recruitment

Person Specification:

Essential

- Ability to work evenings and weekends.
- The ability to work calmly in potentially stressful situations is essential, as is a professional and respectful manner.
- Excellent communication skills, both verbal and written, and should be IT literate with regular access to email.
- Strong organisational skills.
- Strong leadership skills.
- Self-motivated with a can-do attitude.
- A great team player.

Desirable

- Previous experience of managing teams of both paid staff and volunteers, with the ability to take direction and work as a team member themselves.
- Candidates should have experience in customer service/customer facing management roles; coordinating evacuations, conflict resolution, and handling conflicting priorities.
- Experience within an arts organisation.
- Cash handling experience.

Please note: SHT will offer relevant in-house training to the successful candidate.

If this sounds like you, please email your CV and a short covering letter outlining your relevant experience to: foh@saffronhall.com with the subject line: Duty Manager.

This role does not have an application deadline and we are willing to be flexible for the correct candidate.



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