

Saffron Hall



Recruitment Pack Duty Manager



About Saffron Music Trust (SMT)

Saffron Hall is one of the UK's leading concert venues, renowned for its exceptional acoustics, inspiring programme and warm welcome. Each year we present an outstanding programme of world-class classical music alongside jazz, folk, contemporary music, comedy, talks and community events, welcoming internationally acclaimed artists and thousands of visitors from across the region and beyond.

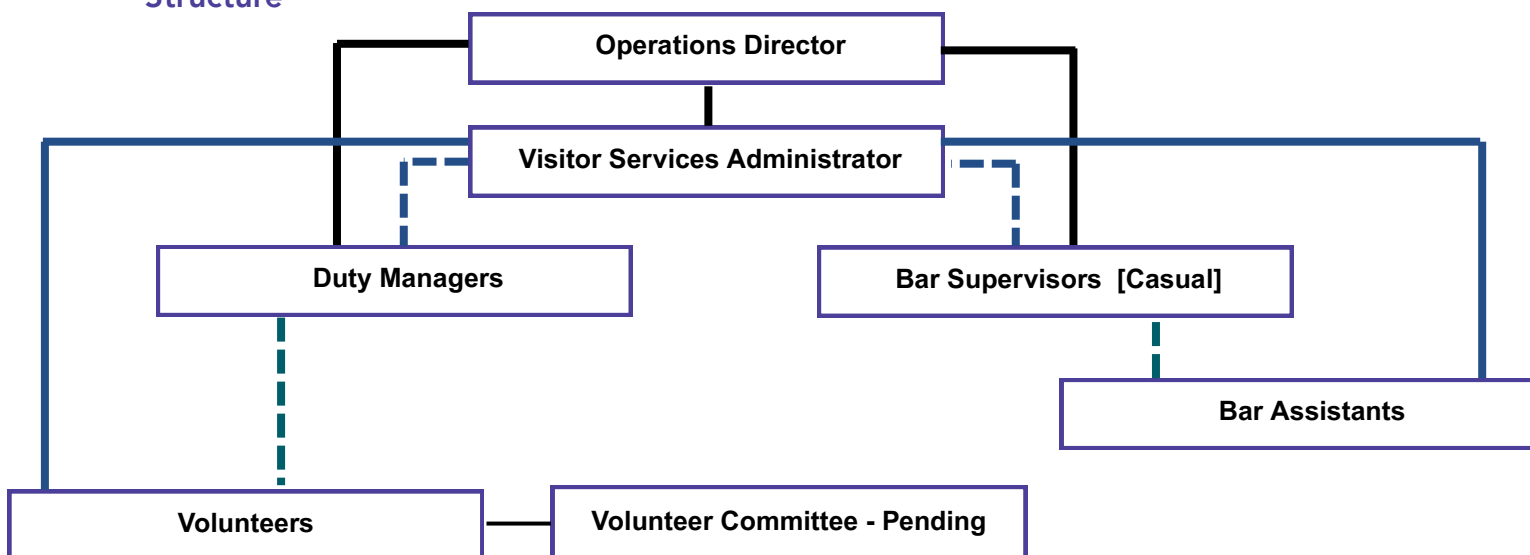
We are looking for an experienced, proactive and personable Duty Manager to join our friendly team. This is a casual hours role at the heart of our visitor services operation, managing the smooth delivery of front of house operations at our events. If you enjoy working in a busy environment, take pride in exceptional organisation and communication, and want to help create memorable experiences for audiences at one of the country's most respected performance venues, we would love to hear from you.



About the Visitor Services Department

Saffron Hall Recruitment

Structure



— = Directly managed by
.... = Managed by on events or responsible for coordination of roles

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 the this team understand that they are an ambassador of Saffron Music Trust.

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



Full Job Details

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Position:	Duty Manager
Responsible to:	Operations Director
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:	£16.50ph + holiday pay
Position Type:	Casual
Hours of work:	The majority of our events take place Friday to Sunday; however the occasional weekday is required. Typically, 5-to-8 hour shifts on concert & event days. Due to the nature of our programmed 'seasons', we are generally quieter over the Summer and again in January/February.
Deadline:	Friday 30 October 2026, 12pm
HR Contact:	hr@saffronhall.com
DBS Checking:	This appointment may be subject to an enhanced Disclosure and Barring Service check. Saffron Music 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 Operations Director and in close collaboration with the Visitor Services Administrator (VSA), 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 Music Trust's Health and Safety policies and procedures.
- To ensure a visible presence on site, and act as an ambassador for Saffron Music Trust at all times.
- To ensure the foyer and auditorium are set up as 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 briefings 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 appropriately.
- To complete and distribute electronic show reports 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, SMT.
- 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 Operations Director and/or VSA.

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

Duty Manager

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Person Specification:

Essential

- Ability to work evenings and weekends.
- The ability to work calmly in potentially stressful situations, and in 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.
- 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: SMT will offer relevant in-house training to the successful candidate.

How to apply:

To apply, please send a CV and covering letter addressing how your experience matches the role and personal specification to HR@saffronhall.com. The cover letter should be no more than one side of A4.

If you need any changes to our application process or would like to apply in a short video, or another format, we would be happy to support you and accommodate this.

If you would like an informal confidential conversation about this job, please contact eddie.shelter@saffronhall.com.

Saffron Music Trust is an equal opportunities employer. We recruit regardless of race, religion, gender, sexual orientation, age, neurodivergence, or disability status and look to employ from a wide range of backgrounds and experiences. We want to make it possible for everyone to shine during the application process, so if there are any other changes, we could make to accommodate you, please let us know. **The deadline for applications is Friday 30 October, 12pm.**



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