

Epsom & Ewell Borough Council

Role Profile Template

Role Title:	House Manager (Casual)
Job Family:	General Operative Technical / Supervisor
Service:	Operational Services/Commercial Services
Location:	Epsom Playhouse
Reporting To:	Theatre Manager

Role Purpose: <i>Why the role exists and its contribution</i>	<p>In the absence of a permanent House Manager to supervise the smooth running of all Playhouse events/performances while ensuring all Health and Safety policies are adhered to. Ensure that the Epsom Playhouse and its team of voluntary stewards offer the public a first class service.</p> <p>As a member of the council's team, contribute to the achievement of the Council's corporate vision, behaviours and priorities and the development of the Council's positive high performing culture</p>
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Main Duties and accountabilities

Service Specific	<ul style="list-style-type: none"> To supervise the smooth running of all Playhouse events while ensuring all H&S policies are adhered to. Deal with all customer care issues and ensure requirements of all patrons with disabilities are met Take the lead when dealing with customer complaints and concerns including anti-social behaviour Prepare and distribute weekly event sheets to all relevant departments. Be responsible for the sale of ice creams and stock levels Liaise with visiting companies regarding the sale of merchandise and programmes Ensure all visitors are well looked after whilst on the premises and all contractual needs are fulfilled Ensure accident and incident forms are completed fully as and when required and that any follow up actions necessary are taken
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	<ul style="list-style-type: none"> • Update theatre advertising material by taking down old posters and flyers to replace with new as instructed by the Assistant Marketing Manager • Be aware at all times as to what is going on in the building and be available the whole time whilst on shift • Act as a building key holder responsible for setting alarms opening and closing the building
Generic Duties	<ul style="list-style-type: none"> • Undertake regular building checks for safety and cleanliness and report issues to the relevant contractor • Hold regular fire drills with the Playhouse staff and voluntary stewards and record that they have taken place • Be responsible for setting, updating, monitoring and maintaining building evacuation procedures • Meet designated targets within specified timeframes as set out in the agreed work schedule for that day or week. Deliver targets in line with the relevant standard operating procedures and training provided and contribute to My Performance Conversations • In addition to the agreed work schedule, proactively, respond to and resolve any issues as and when they arise • Operate in a way that protects the health and safety of you and that of others, in accordance with the Health and Safety at Work Act 1974. This includes preparing and regularly checking the environment in which you are working to ensure it is safe for you and anyone else who may be there now or in the future • Manage and train team of 40+ volunteers training them in all aspects of their role including Health and Safety • Take responsibility for raising any issues, concerns or good ideas as part of the work to ensure the Theatre Manager is able to help meet targets and the Council meet its statutory requirements • To provide assistance to the box office during busy periods by dealing with telephone booking and general enquiries and providing cover enabling breaks to be taken. • Become familiar with the Playhouse website and how to use the content management system as instructed by the Assistant Marketing Manager • Help, assist and instruct temporary employees as required

	<ul style="list-style-type: none"> • Be responsible for cash handling, reconciliation and maintenance of all records relating to banking resulting from sales of merchandise and ice cream
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The key decision making areas in the role	
<p>Makes final decision regarding Health and Safety issues to ensure everyone's safety whilst on the premises</p> <p>Prioritise workload with the realisation that at times during the shift, interruptions will take priority making attention or concentration difficult</p> <p>Be responsible for which routes to use during an evacuation. Ensure the existing drawn up plans are regularly checked and updated and immediately pass on to all relevant staff any changes that are made.</p>	
Customers and contacts	
<p>Knowledge of other service areas within the Council/Authority</p> <p>Be familiar with the timings, needs and concerns of all visiting companies ensuring they are aware of who is their point of contact when in the building</p> <p>Deliver first class customer service to all Playhouse visitors</p>	

Dimensions of the role	
Financial	Non-financial

<ul style="list-style-type: none"> • Programmes and merchandise reconciliation approx. £6000 per year • Promote sales of ice cream takings to meet the yearly financial income target 	<ul style="list-style-type: none"> • Managing up to 600 members of the general public • Monitor the usage of mobile phones by the audience • Discuss with visiting companies regarding the audience taking photos and filming • Health and safety of customers • The supervision and management of 40+ volunteers • Before every event, brief the volunteer stewards and run through a mock evacuation
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Person Specification

Qualifications and Training	Essential (E) or Desirable (D)	Application	Interview/ Assessment
Good standard of education including English & Maths or equivalent	E		
Attend Council induction	E		
Become familiar with and adhere to Playhouse policies and procedures	E		
Knowledge and Experience			
Substantial experience of running a public building	E		
Customer services experience	E		
Understanding of Health and Safety Regulations for a public building	E		
Skills			
To deal with a variety of people whilst under pressure	E		
IT literate Microsoft Office	E		
Thinking on feet when faced with situations which require immediate decisions	E		
First aid certificated	D		
Manage a team of volunteers with regular training – utilise untapped skills	E		
Effective communication – written and oral	E		
Working under pressure and to deadlines	E		
Anticipates problems to prevent them occurring in the first place	E		
Experience within a theatre environment	D		
Keen interest in Performing Arts	E		
Excellent team player	E		
Able to work with minimum supervision	E		