

Role Profile

<i>Role Title:</i>	House Manager (Playhouse)
<i>Reporting To:</i>	Theatre Manager
<i>Role Purpose:</i> <i>Why the role exists and its contribution</i>	To supervise the smooth running of all Playhouse events 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

Role Specification

<i>Key Responsibilities</i>	<i>Key Elements</i>	<i>% of Time</i>
1. Customer Care	<ul style="list-style-type: none"> To have overall responsibility for the operation of the theatre before, during and after performances To take the lead on all customer care issues including handling and complaints made To prepare & distribute weekly Event Sheets to all departments including the bars, cleaning staff etc. To ensure the requirements of all patrons with disabilities are met To prepare ice creams for sale at the interval To liaise with the Theatre Manager regarding the re-ordering of ice cream and confectionery To ensure that all visiting artistes and community groups are well looked after whilst on the premises and any extras stated in their contracts are fulfilled To liaise with visiting companies regarding the sale of merchandise and programmes To offer first aid assistance as and when required To ensure Accident & Incident Forms are completed fully as and when required and that any follow up actions necessary are taken 	40
2. Managing Volunteers	<ul style="list-style-type: none"> To be responsible for voluntary steward recruitment & training To prepare allocations for voluntary stewards. To manage voluntary stewards performance and take any necessary steps to address poor performance To encourage voluntary stewards feed-back and ensure the welfare of the Stewards are met through regular meetings and briefing sessions prior to performances. <p>To arrange with voluntary stewards and Box Office staff for the handing out of pre-paid theatre tickets</p> <ul style="list-style-type: none"> To prepare and manage rotas for House Manager 	15

3. Building Management	<ul style="list-style-type: none"> To undertake regular building checks for safety and cleanliness and report issues via the communications book To act as a building key holder responsible for setting alarms/opening & closing building 	10
4. Health & Safety	<ul style="list-style-type: none"> To be responsible for the safety and welfare of the public, staff and artistes whilst on the premises. To hold regular fire drills with the playhouse staff and voluntary stewards and record that they have taken place To be responsible for setting and maintaining building evacuation procedures To be responsible for any building evacuation required To follow up any building evacuation with Playhouse Theatre Manager and identify and implement any necessary modifications to procedures To deal with fire brigade and other emergency services should they be called to the Playhouse To train voluntary stewards in all health & safety issues regarding their role at the Playhouse. 	15
5. Marketing and Box Office Support	<p>To remove all out-of- date posters and leaflets in the foyer, front of house and the bar and bistro and replace with new posters as instructed by the Business Development Manager.</p> <ul style="list-style-type: none"> Hand out publicity material to the voluntary stewards as instructed by the Business Development Manager To provide assistance during busy periods by dealing with telephone bookings/general enquiries To update the Epsom Playhouse Website performance details as instructed by the Business Development Manager using the content management system (Drupal) 	10
6. Cash Handling	<ul style="list-style-type: none"> To be responsible for cash-handling and reconciliation <p>To be responsible for cashing up and balancing ice cream and merchandise sales – saving reports on system.</p> <ul style="list-style-type: none"> To collect the agreed commission from any merchandising stands, arrange its banking and issue receipts to the visiting companies 	10

<u>The key decision making areas in the role</u>
<ul style="list-style-type: none"> Makes final decision regarding Health & Safety issues to ensure everyone's safety whilst on the premises. Prioritise workload Ensure artists contracts are fulfilled to ensure the smooth running of each event In the event of an accident to decide whether an ambulance should be called or not

The numerical measures in the role (if applicable)	
Financial	Non-financial
Programmes & merchandise reconciliation Approximately £6000 per year. <ul style="list-style-type: none"> Reconciling ice cream and merchandising takings approximately £350 per performance 	<ul style="list-style-type: none"> Managing up to 600 members of the general public Per night Managing 60 voluntary stewards Preparing ice creams and programmes for sale

Competencies

The competency levels that need to be consistently displayed by the role holder to achieve the role responsibilities

Core Competencies	Level
Planning and Organising	1
Working with Others	1
Communicating Effectively	1
Continuous Improvement (Challenging to do Better)	1
Internal and External Customer Focus	2

Management Competencies	Level
Leads and Develops Others	1
Thinking and Acting Strategically	1
Innovation	1
Celebrating Success	1

Progression in Role

How the role develops from Entry level to Advanced level

Starting - the required role related knowledge, skills, qualifications and experience at selection
<ul style="list-style-type: none"> Substantial experience in house management in an arts environment Able to communicate at all levels with ability to produce written management reports To deal with a variety of people whilst under pressure Full knowledge of health & safety/fire/environmental health/liquor and theatre licensing regulations Basic keyboard and computer skills with a knowledge Patronbase, Artifax, Microsoft Word First aid certificated Keen interest in the Arts.

What is the initial induction/training required to become Proficient in the role?									
<ul style="list-style-type: none"> • Playhouse policy & procedures • Attending Playhouse/Council induction • Local area knowledge & key contacts • Operation of IT programmes – Patronbase Microsoft Artifax TOMS, Drupal • User groups amateurs/local orchestras 									
Proficient - how would this be displayed in the role?									
<ul style="list-style-type: none"> • Shows full understanding of the requirements of job and the general public and visiting artistes needs • Shows competence of IT packages and works on own initiative regularly • Builds excellent relationships with all users of the building • Utilises untapped skills of the Voluntary Stewards 									
Advancing - what characteristics will the Advancing role holder display?									
<ul style="list-style-type: none"> • Achieves consistently desired results and objectives • Thinks on feet when faced with situations which require immediate decisions • Anticipates problems to prevent them occurring in the first place <p>Where would you expect to see 'outstanding' regularly displayed at this level, or has a competency level increased or another competency been introduced?</p> <table border="0"> <tr> <td>• Communicating Effectively</td> <td>1 o/s</td> <td>• Managing and Developing People</td> <td>1 o/s</td> </tr> <tr> <td>• Internal & External Customer focus</td> <td>2 o/s</td> <td></td> <td></td> </tr> </table>		• Communicating Effectively	1 o/s	• Managing and Developing People	1 o/s	• Internal & External Customer focus	2 o/s		
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Advanced - what characteristics will the Advanced role holder display?									
<ul style="list-style-type: none"> • Puts procedures in place to deal with problems • Involves community and users on decision making • Uses ability of each team member to advantage <p>Where would you expect to see 'outstanding' regularly displayed at this level, or has a competency level increased or another competency been introduced?</p> <table border="0"> <tr> <td>• Continuous Improvement (Challenging to do better)</td> <td>1 o/s</td> <td>• Judgement and Decision Making</td> <td>1 o/s</td> </tr> </table>		• Continuous Improvement (Challenging to do better)	1 o/s	• Judgement and Decision Making	1 o/s				
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