

Duty Manager (Hudawi Centre) – Grade 7

Job purpose

At Kirklees we want to be innovative and creative in the way we work to deliver our services to our communities. We know we have challenging times ahead, so we are always looking for better and smarter ways to work.

Our vision is to preserve the rich civic heritage of our venues promote them as welcoming, vibrant, and accessible venues whilst operating in a commercial environment which maximises income generating opportunities. We aim to maximise the usage of all our venues by providing a vibrant and varied events programme whilst delivering an affordable high-quality service and working with partners to deliver key Council outcomes.

The safety and satisfaction of all users of the service is a key output for this role. You will also support the management team by overseeing the smooth day-to-day running of the venue. You will supervise and direct a team of casual 'front of house' staff during events, ensuring the delivery of a safe and efficient customer-focussed service at the Hudawi Centre and, on occasion, at other venues.

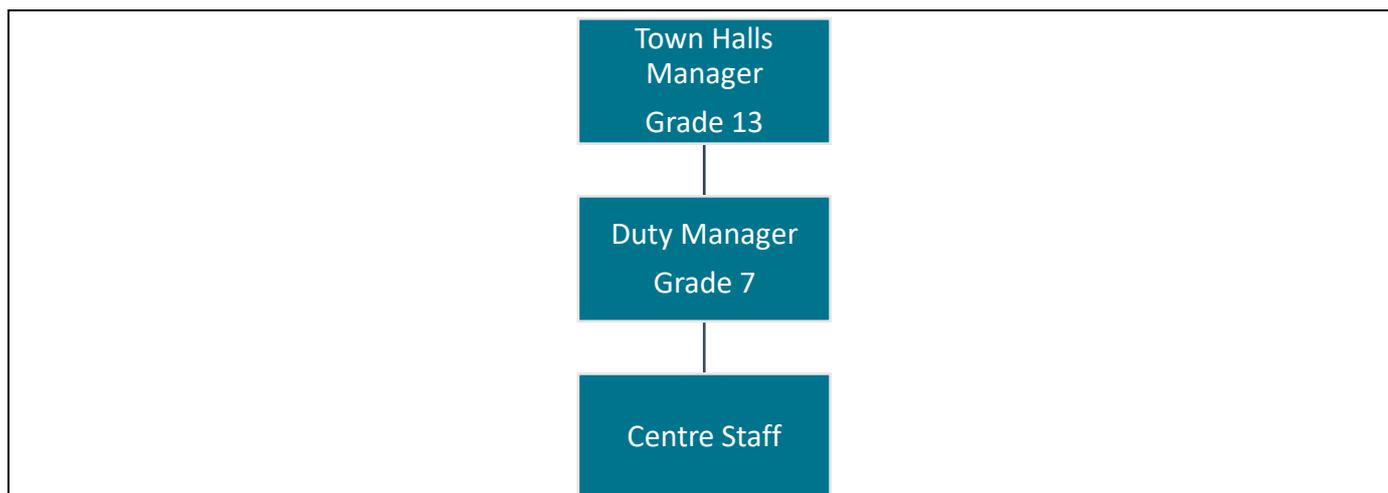
This role is based within [Environment and Climate Change](#). Find out more about [working for Kirklees](#).

Key areas of responsibility

- Working as the dedicated Duty Manager on shift.
- Offering the highest level of service and dealing with any complaints or queries swiftly and professionally.
- Overseeing the facilities and room set ups and ensuring high standards of housekeeping.
- Assisting in the maintenance of a clean and tidy box office / reception / front of house area at all times and ensuring that posters and promotional print are appropriately displayed and up to date.
- Actively maintaining appropriate standards of health and safety and customer care by conducting regular walk arounds and taking control of any issues and incidents.
- Working with the team to record and resolve all incidents and complaints.
- To liaise effectively with hirers and to work as part of a team with all other departments in order to deliver excellent customer service
- Leading the front of house team on events, ensuring staff members are being utilised effectively whilst performing at the highest level and delivering excellent customer service.
- Actively assisting with the hosting and delivery of weddings, conferences, and events
- Supporting Town Halls management with the recruitment and training & development of front of house staff.
- Taking responsibility for the safe evacuation of the building when necessary.

- Operating the safe and secure opening, running and closing of the venue (where required / appropriate / when caretaker unavailable)
- Knowledge and experience of working behind a bar and cash handling processes is important.
- Being physically fit to able you to setup rooms for conferences and events.

Position of job in organisational structure



Employee Specification

Knowledge, qualifications, skills and experience	Shortlisting criteria
Flexible approach to working along with a willingness to work weekends and evenings.	Essential
Knowledge of Health and Safety.	Essential
Knowledge of Fire Safety.	Essential
Willing to undertake standard screening plus any other medical screening as decided by the occupational health physician, appropriate to occupational risk. Any offer of employment is subject to satisfactory health clearance. Ability to climb/descend stairs, negotiate passageways, use lifts, and assist disabled customers.	Essential
Willingness and ability to work at various venues.	Essential
Experience of supervising staff and working with members of the public in a theatre, concert hall or entertainment venue.	Essential
Basic numeracy and literacy skills to be able to produce and maintain routine administrative records and produce accurate reports	Essential
Takes a proactive approach to problem solving.	Essential
A team player who contributes to the team's goals.	Essential
Calm under pressure and confidence to deal with difficult situations	Essential
Ability to work behind a bar and operate a bar	Desirable
Experience of cash handling processes and procedures	Desirable

Behaviours and expectations

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. Find out more about [Council Behaviours and Expectations](#).

General information

See your responsibilities related to [Safeguarding](#).

Able to work unsocial hours

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience, and grade of this job.

For Office Use Only:

Job Category	Venue Management	Grading ID	66070
Job ID	80101455	Last Updated	July 2022
Job Focus	No	Career Progression	No

Contractual Variants

DBS Category	No	DBS Type	No
Health Check	Yes	Politically Restricted	No
24/7 working	No	Public Holidays	No
Night Working	No	Alternating Pattern	No
Standby	No	Other	No
Checked by HR	M Lunn		