

North East Theatre Trust Ltd - Job Description

Job Title:	House & Estates Manager Operations Team
Salary Band:	Manager
Job Purpose:	The House & Estates Manager ensures the safety and security of everyone using Live Theatre's property and provides a welcoming and safe environment
Line Manager:	Executive Director/Joint Chief Executive
Responsible for:	Deputy House and Estate Managers Duty Managers Customer Services Team Housekeeping Team Grounds & Estates Maintenance Assistant

Key Responsibilities:

1	To positively create and manage the right conditions front and back of house that ensure a safe, secure, welcoming, clean and effective experience for everyone including audiences, visitors, tenants and clients coming to any of Live Theatre's spaces.
2	To drive business growth through developing new and existing products and secondary spend opportunities and with colleagues create a thriving and exciting environment.
3	To ensure all Live Theatre's buildings, venues and facilities are maintained in line with all relevant current legislation and the requirements of the senior management and Board.
4	To build and maintain positive working relationships with: <ul style="list-style-type: none"> • all colleagues in Live Theatre, • individuals, artists, partners and organisations in the wider creative, cultural, public, private and charitable sectors locally, nationally and internationally.
5	To manage all budgets in relation to the postholders responsibilities ensuring they are carefully monitored and any budgetary challenges are highlighted to the Finance Manager/Executive Director in advance.
6	To ensure that: <ul style="list-style-type: none"> • all staff reporting to you are trained and equipped to fulfil their responsibilities, including the responsibilities of a Personal Licence holder and the use of all of Live Theatre's core ICT programmes.

	<ul style="list-style-type: none"> • this post holder takes personal responsibility for their own continuous professional development, learning and training on an annual basis.
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Duties associated with each key responsibility

1	<ul style="list-style-type: none"> a. To ensure each venue where shows/productions/events/hires/tours are presented are safe, clean, and run efficiently, on time and meet or exceed customer expectations. b. To contribute to wider team engagement to encourage more customers to visit and enjoy Live Theatre. c. To act as Duty Manager on day, evening and weekend shifts (to include main house theatre productions) as part of the staff roster and as agreed with the Executive Director/Joint Chief Executive. d. To roster and line manage Duty Managers, Customer Service Team, Housekeeping Team and Grounds & Estates Maintenance Assistant to ensure safe operation within agreed budgets. e. To ensure the compilation of show and/or event reports. f. To ensure that all Customer Service Team staff are fully trained to provide consistently good customer service. g. To monitor and ensure Live Theatre's standards of customer care are maintained to the highest standard. h. To keep Customer Service Team staff fully briefed and informed on all Live Theatre's activities. i. To be responsible for daily cash reconciliation, preparation of floats, safe and banking requirements. j. To take responsibility for the overall security of Live Theatre's buildings and act as primary key holder. k. To have a working knowledge of Spektrix - Live Theatre's CRM system to a standard that ensures Customer Service operations are effective at all times including the personal ability to sell tickets, input Customer Service issues and pull relevant reports from the system. l. Work to maximise income from the bar and any ancillary sales.
2	<ul style="list-style-type: none"> a. To consider new, innovative and exciting ways to maximise income from bar sales, secondary spend etc. b. Work with the Creative Programme and Marketing teams to attract customers to productions, increase ticket and bar sales. c. Contribute ideas and know how to creating an environment where people are encouraged to and want to dwell. d. Work with colleagues to consider ways to maximise income/reduce expenditure. e. To ensure stock levels and financial margins are maintained to a level agreed with the Finance Manager and assist the Finance Manager and Officer with stocktaking.

3	<ul style="list-style-type: none"> a. To ensure adherence with the organisation's premises/alcohol licences and all other relevant licencing obligations. b. To be responsible for all customer/venue/facilities health and safety issues including testing of equipment and running fire drills. c. To report accidents in accordance with company and statutory requirements including RIDDOR. d. To be a first aider. e. To take responsibility for the ensuring North East Theatre Trust's buildings are managed and operated sustainably (environmental) including adherence to the Julie's Bicycle standards. f. Be responsible for environmental monitoring.
4	<ul style="list-style-type: none"> a. To work with internal colleagues and external partners on joint projects e.g. tours and co-productions, to build and maintain positive relationships that lead to the organisation delivering programmes of high quality, critically acclaimed work. b. To keep abreast of national and international trends and best practice in customer services and systems. c. To establish, maintain and develop contacts with visiting companies and venue users to assess their customer service requirements, offering advice and support where necessary, ensuring any appropriate charges are outlined.
5	<ul style="list-style-type: none"> a. To maintain/establish systems to monitor income and expenditure. b. Highlight areas of potential under/overspend to Finance Manager/Executive Director/Joint Chief Executive. c. Manage the contract with maintenance company.
6	<ul style="list-style-type: none"> a. Identify a set of annual strategic objectives for your area of responsibility and obtain approval for their implementation from the Directorate in advance of the start of the fiscal year. b. Develop an implementation plan to ensure that these objectives are achieved. c. Allocate parts of the plan to members of your team and delegating the implementation as appropriate. d. Monitor and check regularly with colleagues to ensure progress against objectives. e. Take appropriate timely corrective action to ensure that barriers to the implementation of the objectives are overcome. f. Prepare quarterly summary reports to update the Directorate and Board as required. g. Maintain and seek approval for up-to-date job descriptions for all staff you are responsible for. h. Assist with recruitment to fill agreed vacancies, including interviewing prospective candidates. i. Manage staff through daily direction, guidance and supervision including 1-2-1 meetings at least quarterly to ensure tasks are completed satisfactorily, and to take immediate action to ensure correction if necessary. j. Carry out annual appraisals with each member of staff in your team identifying their training and development needs to assist/lead their progress.

	<p>k. Create a productive and empowering working environment that enables staff to perform at their highest potential.</p> <p>l. Ensure this post holder takes personal responsibility for their own continuous professional development, learning and training on an annual basis.</p>
	<p>Other duties</p> <p>a. To observe the company's Health and Safety policy and to co-operate with the company to enable compliance with any duty imposed on it by law.</p> <p>b. To ensure equality, inclusion and diversity are at the core of your working practices.</p> <p>c. To contribute towards the company's environmental strategies, ensuring sustainability goals are reflected in all aspects of the company's work.</p> <p>d. To undertake other tasks and duties as may reasonably be requested by the Directorate or the Board.</p> <p>e. To communicate with other Live Theatre staff to ensure that accurate, up-to-date and timely information is passed to staff and customers.</p> <p>f. To work with Live Theatre's Marketing and Communications team to harness web-based communication channels that promote Live Theatre and its work positively.</p>

Main Terms and Conditions of Service:

- Salary: £28,000 per annum, dependent on experience
- Hours: Monday – Friday 40-hour week. You may be required to work the occasional evening or weekend.
- No overtime payments are available. Live Theatre operate a time off in lieu system.
- Holidays: 33 days per year including Bank Holidays.
- Live Theatre operates a contributory pension scheme.
- This post is subject to a six-month probationary period.
- This post is subject to a 12 week notice period.

Benefits:

- Complimentary or discounted tickets to selected shows (non-transferable and subject to availability)
- 20% discount at Live Theatre's bar
- Discounted tickets to Newcastle Gateshead Cultural Venues subject to T&Cs
- Annual travel pass purchase scheme
- Cycle to Work scheme